



# KALINDI COLLEGE

(University of Delhi)

KC/AMC/CC/2015/TENDER

01.09.2015

Tender Notice:-Comprehensive Annual Maintenance Contract for Undertaking of maintenance of computer/server hardware, software & peripherals at Kalindi College, East Patel Nagar

Kalindi College invites sealed quotation from vendors for CAMC(Comprehensive Annual Maintenance Contract) of computer/server hardware, software & peripherals. The details may be accessed from "Tenders" section of Kalindi College website ([kalindi.du.ac.in](http://kalindi.du.ac.in)) or can be collected from Kalindi College, East Patel Nagar, New Delhi-110008 on any of the working day from 10:00 a.m. to 4:30 p.m. till 21.09.2015 The last date of submission of the tender form is 21.09.2015 till 5:00p.m.

Principal



# KALINDI COLLEGE

(University of Delhi)

Tender Notice:-Annual Maintenance Contract for Undertaking of maintenance of computer/server hardware, software & peripherals at Kalindi College, East Patel Nagar

Separate Technical and Financial Bids in duly sealed covers and super-scribed as Quotation for CAMC of Computer Hardware, Software and Peripherals – Technical Bid “and Quotation for CAMC of Computer Hardware, Software and Peripherals – Financial Bid ,respectively are invited from the firms who are engaged in providing Maintenance services for Computer Hardware, Software and Peripherals. Details of Computer Hardware, Software and Peripherals are given in Annex I. The list is indicative and not exhaustive and may vary.

1. **Nature of Work:** Onsite Comprehensive Annual Maintenance Contract (CAMC) of Computer Hardware of heterogeneous makes/models, Servers, Computer systems, Laptops, Printers, Scanners etc. and Computer Operating Systems & Software.
2. **Place of Work:** Computer Hardware and Software installed at Kalindi College.
3. **Bid Security:** A demand draft of Rs 10,000/- (Rupees Ten Thousand only), in favour of “Principal, Kalindi College payable at New Delhi”.
4. **Time Allowed:** 11 months contract from the date of award of contract, extendable on a yearly basis for a maximum of two years subject to satisfactory performance. It shall be open to either party to terminate this agreement any time during its currency by giving three months’ notice to the other party in writing.

5. Sealed quotations may be submitted by the firms, fulfilling the terms and conditions as mentioned in Annexure II to this bid, in two separate covers super-scribed "Quotation for CAMC of Computer Hardware, Software and Peripherals - Technical Bid" and "Quotation for CAMC of Computer Hardware, Software and Peripherals - Financial Bid". Both the Technical(Annex:VII) and Financial Bid should be put into one envelope & should be super-scribed as "Quotation for CAMC of Computer Hardware, Software and Peripherals" Deviations to the terms and conditions, if any, shall be clearly mentioned by the vendor in the Technical Bid. No terms and conditions should be stipulated in the Financial Bid, which is meant only for the quotation of offer price/ rate. Non-mention of deviation shall imply compliance with our conditions and requirements. The format of Financial Bid is given in Annexure III. College reserves the right to reject an offer on account of any deviation.
6. The letter should be addressed to the Principal (Kalindi College), East Patel Nagar, New Delhi - 110008 and should reach at the earliest, but not later than 5:00 p.m. on Sep 21, 2015. The Technical Bid would be opened first and only those firms, who qualify Technical Bid, their Financial Bid will be open. Any information related to opening of bid will be informed to bidders via college website. The work order will be issued after agreement is signed.
7. The Terms and Conditions are stated in Annexure II. The Technical Bid should include All annexures duly completed and supported with the required documents.
8. Kalindi College is not responsible for non-receipt of quotation within the stipulated date and time due to any reason including postal holiday or delay.
9. The college reserves the right to reject all/part or any of the quotations without assigning any reason thereof. No correspondence in this regard will be entertained.
10. Before submitting the bids vendors are required to visit the site and physically inspect & analyze the computer/server and peripherals available in the college thereafter bid for tender as it will be presumed that you agree all the terms and conditions and after qualifying for the tender no deviation from the contract will be entertained.

Principal

## **Annex: I to VII**

List of Annex:-

- I. Details of Computer Hardware/Software/Peripherals
- II. Terms and Conditions for CAMC
- III. Format of Financial Bid
- IV. List of CAMC assigned to the Vendor
- V. Format of Undertaking
- VI. Company Profile
- VII. Format for Technical Bid

**Part (a): Details of Computer Hardware items/ Peripherals to be covered under CAMC  
Cyber Centre + UGC Resource Centre**

<b>Desktop</b>				
S.No.	Company	CPU Model & Operating System	Under Warranty	Total No.
1	HP	HP Dx2700,Win XP	NO	40
2	HCL	Infinity M A380 TRU,Win7	NO	08
3	ACER	VeritonM430,Win7/8	No	80
<b>Server</b>				
S.No	Company	Model	Under Warranty	Total No.
1	Acer	Acer380F1,Server 2008 R2 Enterprise	No	02
<b>Printers</b>				
S.No	Company	Model	Under Warranty	Total No
1	HP	Hp Laserjet 1020,P1002	No	02
2	Samsung	ML2010	No	03

**Part (b): Details of Computer Hardware items/ Peripherals to be covered under CAMC  
Computer Science Department**

<b>Desktop</b>				
S.No.	Company	CPU Model	Under Warranty	Total No.
1	HCL	HCL Intel Pentium D820	No	20
<b>Printers</b>				
S.No	Company	Model	Under Warranty	Total No
1	HP	Laser Printer HP 1020N	No	02

Part (c): Details of Computer Hardware items/ Peripherals to be covered under CAMC

**Admin & Accounts Section**

<b>Desktop</b>				
S.No.	Company	CPU Model	Under Warranty	Total No.
1	HCL	Infiniti Pro BL-1280,Win7	No	06
2	HP	Pavilion P62050ix,Win7/8	No	03
<b>Printers</b>				
S.No	Company	Model	Under Warranty	Total No
1	HP	LaserJet 1020	No	03
2	HP	LaserJet M 1005	No	01
3	HP	LaserJet M1213	No	01

Part (d): Details of Computer Hardware items/ Peripherals to be covered under CAMC

**Physics Department**

<b>Desktop</b>				
S.No.	Company	CPU Model	Under Warranty	Total No.
1	HCL	Infiniti Pro BL-1280,Win7	No	03

## **Terms and Conditions for the Comprehensive Annual Maintenance Contract**

### **A. Eligibility Condition:**

1. The firm should be in the business of maintenance of Computer Hardware, Software and its Peripherals at least for the last 3 years and should never been black listed.
2. The firm should have provided CAMC of Servers/PCs/Laptops/Printers etc. to at least two Financial Institutions/Banks/Government sector/ PSUs during the last 2 years.
3. The firm should have applicable tax registrations (PAN, TIN, VAT, CST, etc.) and provide a copy of each of the registration certificates.
4. The vendor should have an office in NCR.
5. The bidder should have adequate technical staff in NCR with expertise, certifications for dealing in Windows server (2003 and above) operating systems, Linux/UNIX/SCO UNIX/ Novell Servers operating systems, Windows desktop operating systems ( Win7, Win 8 etc.).
6. The bidder should have Repair Centre at NCR duly equipped with adequate technical staff and equipment for repair work so as to ensure at least 98% uptime for PCs & peripherals. The vendor meeting the above eligibility conditions should only submit their Quotation in sealed covers. The Technical Bid shall include documentary proof in respect of each of the above 5 points. Financial bids of a firm who fails to fulfil any of the above condition will not be considered
7. The vendor has to produce the details of work orders from clients for executing similar works during the last three years in Annex -IV. Kalindi College shall have the discretion to make such enquiry from the clients as it deems fit.

### **B. Financial Terms & Conditions**

1. The Financial Bid should be submitted in the format given in Annex III . Only one bid should be submitted in respect of all the items so given in the list. Financial Bid should not contain any conditions.
2. The scope of coverage of the CAMC will be for the computer hardware, software and peripherals for all the items listed in Annex – I of the notice.. In case more machines are brought under the scope of the CAMC, the maintenance will be carried out by the vendor with an additional consideration, on a pro-rata basis. In

the event of reduction of machines, the same shall be removed from the contract and the amount would be reduced on a pro rata basis. The CAMC will not be awarded in parts. The rate quoted should also cover the maintenance of operating system, software, installation, configuration of application/ packages (connection of computer to projector for presentation).

3. All the prices quoted shall be in Indian Rupees. The firm quote shall not be subject to any price escalation. The prices quoted should be inclusive of charges for comprehensive on-site maintenance, labour, service, corrective maintenance, preventive maintenance, supply of parts/ components to replace the defective parts and all applicable Central/ State Government levies, taxes and duties

4. The tenderer shall deposit an **Earnest Money Deposit of Rs. 10,000/-** in the form of Demand Draft payable at Principal, Kalindi College to be enclosed with Financial Bid, which will be refunded to unsuccessful tenderers. EMD(without interest) will be refunded to successful tenderer after commencement of CAMC by vendor. Bids submitted without EMD will be rejected during evaluation of eligibility criteria.

5. The bidder shall ensure 98% uptime for PC & peripherals covered under the CAMC If a complaint remains unattended for 24 hrs. a penalty of Rs100/- per day, or thereof, till the time the complaint is attended will be deducted from the CAMC charge of that quarter.

6. If the firm/company fails to carry out required repairs/replacement within 5 working days ,a penalty of Rs500/-per day, or part thereof, till the time repairs/replacement are carried out to the entire satisfactions of the college will be deducted from the CAMC charges of the quarter.

7. No demand for revision of rate on any account shall be entertained during the contract period.

8. No advance payment in any case would be made. However quarterly payment on pro-rata basis on satisfactory rendering of service would be made at the end of each quarter.

9. Any equipment not made available in working condition on the last working day of the contract period shall be rectified/repared by the awardee(service provider) within the next five working days failing to which the equipment shall be got rectified from the alternate source and cost thereof shall be deducted from the last CAMC payment.



## **C. General Terms & Conditions**

### **Scope of Work**

1. The College has a heterogeneous (make/model) set of Computers, Servers Printers, as listed in Annex I. These computer peripherals will be covered with a comprehensive CAMC contract under which, preventive maintenance, corrective maintenance, replacement of parts, shifting of components, surface cleaning of machines will have to be carried out.
2. To replace old & defective parts with new & genuine parts. In case where parts are unserviceable and such parts of the equipments need replacement, the Vendor shall replace such parts with new ones promptly at no extra cost to the College. The tenderer agrees that all the components of the equipments shall be covered under this CAMC contract and hence fall under the replaceable category only.
3. To undertake shifting and reinstallation of equipment/s covered under CAMC, if required. Shifting of machines will be done at no extra cost. The tenderer shall install/ reinstall and configure the operating system and/ or any other specific system software/ package as the case may be, at no extra cost to the college, whenever the need arises.
4. To ensure that malfunctioning of hardware, accessories, operating systems, systems software (if any) is rectified within 24 hours of lodging the complaint by the college, failing which the vendor shall provide, at its own cost, requisite hardware/software to ensure business continuity. The Complaint may be lodged by the college by any all of the method viz. E-mail, Telephone, letter and fax.
5. All repair/replacement and servicing of equipment will have to be carried out at college's locations as specified. If the fault is serious in nature and requires the support of Repair Centre, thereby necessitating shifting of the equipment, the vendor shall arrange shifting/transportation, installation, re-installation, loading of software packages (both the system and application software, if any) at no extra cost to the college.
6. The bidder shall provide comprehensive maintenance services covering both preventive as well as corrective maintenance, for all assets covered under CAMC. Under corrective maintenance the vendor shall rectify any defect, fault and failure in the equipment and shall repair, replace any worn out, defective part of the equipment, at no extra cost to the College.. All other components of the

equipments shall be replaced by the Vendor at no extra cost to the college. In case of replacement of any of the parts or whole of the system, the vendor will be required to provide replacement with the same brand/model. If the bidder is not able to maintain any equipment due to non-availability of components/parts, the bidder shall upgrade the component(s)/part(s) at its own cost and responsibility in order to make the equipment/s operational; or else, the bidder shall provide alternate/substitute system/s of same or higher compatible configuration at its cost and responsibility till the above components are repaired or replaced by the bidder.

7. The vendor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify the College from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty

8. The scheduled engineer has to maintain (MANUALLY OR THROUGH AN APPLICATION) the following:

- (i) Inventory register- details of all hardware and software at the College whether covered under maintenance or not.
- (ii) Call register – to log all calls received from the users.

9. The College reserves the right to claim damages from the vendor to the extent of loss suffered by it on account of any omission or commission by the vendor. The damage could be to the equipment/property either covered or not covered under CAMC.

10. The College and the vendor shall make every effort to resolve amicably, by direct in formal negotiation, any disagreement or dispute arising between them in connection with the contract. If **after thirty days from the commencement** of such informal negotiation, Kalindi College and the Vendor are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration., through governing body of the college

11. The decision of the Governing Body of the college will be final and will be binding to both the parties.

12. An amount of Rs 50,000/- as security money deposit is to be submitted in the form DD in favour of **“The Principal, “Kalindi College”**

13. All legal suits, actions or proceedings relating to or arising out of the agreement shall be subject to jurisdiction of courts in Delhi only.

14. This office shall have the right to inspect Vendor's site to assess infrastructure before awarding the Comprehensive CAMC and it may reject in the event of dissatisfaction of Vendor's infrastructure or otherwise.

15. The College reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.

**16. This tender is not transferable and under no circumstance the successful bidder shall be allowed to sub-contract with any other person/party.**

17. In case the contracting firm is not able to accept the contract after it is awarded or if they are not able to do the work after accepting the contract such firm will be liable to pay the damages to the college including the cost which the College will have to incur for getting such work done. The above act of backing out would automatically debar the Vendor from any further dealing with this department and the security money would also be forfeited.

18. The College reserves the right to reject any or all the tenders received without assigning any reason whatsoever or incomplete in any respect or the prescribed conditions are not fulfilled are liable to be rejected, Canvassing in any form by the tenderer will result in rejection of their tenders.

FORMAT OF FINANCIAL BID

PART II –PRICE BID

Name of the vendor/ Firm:

Address:

Price: - Per Unit Charges

1. Desktop With CPU, Monitor not under Warranty:-
2. Server with monitor, mouse& keyboard not under Warranty:-
3. Printer not under Warranty:-
4. Total Amount for Items as detailed in Annex I:-
5. Grand Total:-

\*Actual no. of units may vary at the time of placing order.

Place:

Date:

Signature of the authorized personnel of the tenderer

(With seal of the enterprise

**List of CAMCs assigned to the vendor during the last three years.  
(To be submitted on the letterhead of the Company)  
(Copy of work orders to be enclosed)**

S.No	Name of work & location	Period	Nature of work involved in the contract e.g. CAMC, installation of servers, PCs etc., System Integration etc.	Contact Official details and Complete address of Client	Contract amount	Completion period Scheduled /Actual	Whether the work was left incomplete or contract was terminated from either side. If yes, Give full details	Any other relevant information including reason, if any, for delay in completion
1								
2								
3								

**Authorised Signatory**

**Undertaking/ Certificate of Indemnity  
(To be submitted on the letterhead of the Company)**

**The Principal  
Kalindi College  
East Patel Nagar  
Delhi-110007**

**Sub:- Comprehensive Annual Maintenance Contract for Computer  
Hardware, Software and Peripherals of Kalindi College**

**Respected Madam,**

In response to your captioned tender dated ....., we hereby certify having fulfilled all the eligibility criteria stipulated in it and

1. We accept all the terms and conditions for submitting quotation as mentioned in the said tender.
2. We hereby certify that no terms and conditions have been stipulated by us in the Financial Bid.
3. We warrant that the repair and maintenance service/products to be sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall indemnify the College from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

Yours faithfully,

Signature

Name:

Designation:

Place:

Date :

## Company/Firm/Contractor's Profile

S.No	Items	Details
1.	Registered Name of the company/firm/contractor	
2.	Address of the Registered office	Address:  Tel: Fax: Email:
3	Address of the office at Delhi NCR	
4.	Website address	
5.	Name & designation of the authorized official responding to this request	
6.	Contact telephone, fax& Email address of the authorized official	Tel: Fax: Email:
7.	Type of company(whether private limited or Public Limited)	
8.	Details of applicable tax registration numbers (PAN, TAN, VAT, CST etc.)	
9.	Full Address of the repair centre in Delhi NCR	
10.	Name of the Officer-In-Charge of the Repair Centre	Name: Contact Details: Email:
11.	Are there any items and conditions stipulated by the college which cannot be adhered to by the vendor	
12.	Whether any legal action taken against vendor for any cause in any legal jurisdiction	
13.	Escalation matrix for problem resolution. The matrix should include a senior officer in the Head office of the company with all contact details including the Email ID of the officials mentioned in the escalation matrix	
14.	Any online facility /service available	

**FORMAT OF TECHNICAL BID**

The Technical bid must be submitted in a spiral bind report format containing the documents arranged and labeled as per the following index. It may be noted that if the documents of Technical Bid are found without spiral binding, the same shall be summarily rejected

- a) Covering letter duly signed by the authorized person.
- b) DD/Pay Order towards Earnest money.
- c) DD/Pay Order/Cash Receipt towards tender document fees.
- d) Company Profile as per format in Annexure – VI.
- e) Documentary evidences in respect of eligibility criteria. Each document should be labeled on the top right so as to indicate the eligibility criteria serial number.
- f) Letter from the Principal/OEM (if any) supporting the tenderer for entire CAMC period.
- g) Compliance to all terms and conditions laid down in this Tender Document.
- h) Compliance to the Scope of work laid down in this Tender Document.
- i) Arrangements proposed by the bidder for ensuring replacements of parts with nonspurious items i.e. original equipment.
- j) Any deviation to the scope of work or terms and conditions
- k) Failure of submission of any of the documents in Technical bid will make the bid rejected as non-responsive. Kalindi College (University of Delhi) will have the option to treat some documents as mandatory/optional in the benefit of the Institute.