

**SUBJECT: INVITATION OF QUOTATIONS FOR ANNUAL MAINTENANCE CONTRACT (AMC-NON COMPREHENSIVE) FOR (1) COMPUTERS, PRINTERS, UPS, SCANNERS, LAPTOP, LAN, PROJECTOR AND SERVER & OTHER ACCESSORIES, (ii) BIO-MATRIC ( Attendance Machine) (iii) CCTV MACHINE & CAMERAS.**

Kamala Nehru College (University of Delhi), invites sealed quotations under two-bid system from reputed and experienced companies/agencies for 'Annual Maintenance Contract (AMC) Non-Comprehensive for (i) Computers, Printers, UPSs, Scanners, Laptops, LAN and Server' (ii) Bio-Matrix (iii) CCTV Machine & Cameras at the above address.

1. The interested companies/agencies/firms are required to submit the Technical and Financial bids separately. The bids in Sealed Cover-I containing **"Technical Quotation"** and Sealed Cover-II containing **"Financial Quotation"** should be placed in a cover superscripted **"Quotation for Annual Maintenance Contract (AMC) Non- comprehensive for (i) Computers, Printers, UPSs, Scanners, Laptops, LAN and Server (ii) Bio-Matrix (iii) CCTV & Cameras"** duly sealed envelope through **Registered/Speed post/courier only (Quotation delivered by hand will not be accepted)** and send to this office addressed to the Principal, Kamala Nehru College, August Kranti Marg, New Delhi-110049. Quotations should reach to this Office on or before .....
2. **No quotation will be accepted after the last date of submission.**
3. **The Technical Quotation (Annexure-I) and Financial Quotation (Annexure- II) duly signed by the firm/agency/companies should contain in the Envelope-2 super-scribed with "Quotation for Non-Comprehensive Annual Maintenance Contract (AMC) for (i) Computers, Printers, UPSs, Scanners, Laptop, LAN and Server & other accessories (ii) Bio-Matrix (iii) CCTV & Cameras".**
4. Amount of Earnest Money to be deposited as Rs. 25000/- (Rupees Twenty Five Thousand Only) in the shape of Demand Draft in favour of the Principal, Kamala Nehru College payable at New Delhi.
5. Security Deposit will be collected @10% on the awarded value at the time of issue of contract.
6. The quotation shall remain valid for 90 days from the date of receipt of the same. Any future clarification and /or corrigendum(s) shall be communicated on college website or other means.
7. You are required to quote your rates for non-comprehensive AMC for a period of one year and extendable for another period of 2 years/ 24 Months on satisfactory report from all sections in respect of your services/ technical support only after carefully reading all the terms stated vide Annexure I, II, III, & IV.
8. The College reserves the right to reject any/all quotation/s without assigning any reason/s.

Thanking you,

Yours sincerely,

**Dr. Kalpana Bhakuni**  
**Principal (Officiating)**

## Application letter (Specimen)

To

The Principal  
Kamala Nehru College  
August Kranti Marg  
New Delhi-110049

**SUBJECT: NON- COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (AMC) FOR (i) COMPUTERS, PRINTERS, UPSs, SCANNERS, LAPTOPs, LCD PROJECTOR, LAN AND SERVER (ii) BIO-MATRIX (iii) CCTV MACHINE & CAMERAS.**

Madam,

In response to your quotation notice for the above mentioned contract, I/We, a Private/Public Ltd. Company / Partnership / Sole Proprietor submit the tender/quotation with the following particulars:-

SN	Description	Particular
1.	Name of the Firm	
2.	Year of establishment	
3.	Registration Number with a copy of registration certificate	
	Enclose attested copy of firms PAN Card	
	Enclose attested copy of Tax Registration	
	Enclose attested copy of last 3 year ITRs	
4.	Registered Postal Address	
5.	1) Telephone No. 2) Fax No. 3) Mobile No. 4) Website address 5) E-mail address	
6.	Address of Branches, if any.	
7.	(a)Name and address of Directors, in case of Company (b) Name and address of Sole Proprietor (c) Name and address of partners, in case of partnership firm	
8.	(a)Name and designation of authorized signatory (b) Address for communication (c) <b>Contact details:</b> 1) Phone: 2) Mobile: 3) Email 4) Fax:-	

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as affecting the tender invited by on behalf of the Kamala Nehru College, I/We, the undersigned hereby offer for **Non-Comprehensive Annual Maintenance Contract (AMC) for (i) Computers, Printers, UPSs, Scanners, Laptops, LAN and Server (ii) Bio-Matric (iii) CCTV & Cameras** strictly in accordance with the terms and conditions as indicated by you in the said document. We also agree to submit the bill on quarterly/half yearly basis.

I/We understand that the KAMALA NEHRU COLLEGE (University of Delhi) reserves the right to reject any or all the quotations or accept them in part or to reject the lowest quotation without assigning any reasons. The KAMALA NEHRU COLLEGE further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

Thanking you,

Yours faithfully,

Signature \_\_\_\_\_

Date \_\_\_\_\_

Name of Firm's \_\_\_\_\_

\_\_\_\_\_  
Seal of the firm:



### **Annexure-I**

#### **TERMS & CONDITIONS FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE OF CONTRACT FOR (i) COMPUTERS, PRINTERS, UPSs, SCANNERS, LAPTOPs, LAN, PROJECTOR AND SERVER & OTHER ACCESSORIES (ii) BIO-MATRIC (iii) CCTV & CAMERAS.**

- 1. The firm/bidder will depute full time experienced and qualified Engineer at Kamala Nehru College to rectify the faults instantly.**
- 2. If any machine is not repaired within two days, the firm will provide stand by computer/U.P.S./Printer. In case, the firm fails to repair or provide a stand by machine within 2 days, then a penalty of Rs. 200/- per day or part thereof will be charged for delay beyond two days till such time machine is repaired.**
- 3. Payment will be made on quarterly/half yearly basis, on production of bill.**
- 4. The firm will be required to visit on monthly basis for servicing, updating systems & software, maintaining track of performance of all equipment during the period of contract. Monthly report should be obtained from all departments.**
- 5. The firm will provide its services initially for one year and extendable/renewable on satisfactory report from all sections of the college for another two years in respect of non-comprehensive Annual Maintenance Contract.**
- 6. In case of breach of any conditions of the contract and for all type of losses caused on the part of Contractor, the Kamala Nehru College shall make deductions, as deemed fit, from the bills preferred by the Contractor**
- 7. The powers of the Kamala Nehru College, University of Delhi, under these conditions shall in no way affect or prejudice the powers in certain events to terminate the contract vested in him/her as herein provided or to endanger forfeiture of deposit mentioned under clause above.**
- 8. The prices should be quoted in Indian Rupees only**
- 9. Each bidder shall submit only one quotation.**
- 10. Telex or Facsimile quotations are not acceptable.**
- 11. The quotation shall remain valid for a period not less than 90 days after the deadline specified for submission of quotations.**
- 12. This office will evaluate and compare the quotations determined to be substantially responsive i.e. which are: Properly signed and Confirm to the terms and conditions and specifications.**
- 13. The Competent Authority will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest price.**
- 14. Notwithstanding the above, the Competent Authority reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time.**
- 15. Sales tax/other levies to be charged should be specifically indicated.**
- 16. Incomplete bids are liable to be ignored/ rejected.**
- 17. The decision of the Kamala Nehru College, University of Delhi, August Kranti Marg, New Delhi-110049 shall be binding on all issued relating to quotation.**

18. Submission of quotations: Sealed quotation super scribed on the envelope as " Quotation for Non-Comprehensive Annual Maintenance Contract for various brands of **"(i) Computers, printers, UPSs, Scanners, Laptops, LAN and Server & other accessories (ii) Bio-Matrix (iii) CCTV Machine & Cameras"** should be dispatched by registered post or delivered by hand to the following address:

The Principal  
Kamala Nehru College  
University of Delhi  
August Kranti Marg  
New Delhi-110049

This is to certify that I/We before signing this tender/quotation have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by me/us.

Name of the Firm/Agency\_\_\_\_\_

Signature with seal \_\_\_\_\_

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

**Annexure-II Details of the other organizations where such  
undertaken during last 3 years**

**contracts**

SN	Name & Address of other organization	Type of work done	Contact No.

(Enclose supporting documents regarding experience in concerned area of work)

This information is to be given in "Envelope No. 1 Technical Quotation".

Name of the Firm/Agency\_\_\_\_\_

Signature with seal\_\_\_\_\_

Office Address: \_\_\_\_\_

\_\_\_\_\_

Phone No.(office)\_\_\_\_\_

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

**Annexure-III**

**Envelope-2: FINANCIAL QUOTATION FORMAT FOR SCHEDULE OF QUOTATION/RATE.**

Note: The firm will be responsible to rectify the faults instantly in respect of following equipments through experienced and qualified team of engineers at Kamala Nehru College, University of Delhi, August Kranti Marg, New Delhi-110049.

SN	Name of the item	Qty	Unit Rate (Rs)	Total Amount without tax	Taxes if any	Total amount with taxes
1	Desktop PC System (P-4, i3, AMD Processor) with mouse & keyboard.	159				
2	Server with mouse & keyboard	3				
3	Laptops	98				
4	Printer (MFP/LaserJet/DMP)	30				
5	Scanner	4				
6	LCD Projector	36				
7	UPSs (including centralized of 10KVA /2KVA)	40				
8	Fax Machine	-				
9	LAN (all networking including wiring switches (10) connectors, Ports etc.)					
10	Access Point	20				
11	CCTV Machine & Cameras	3				
12	Bio-Matrix	1				

Name of the Firm/Agency\_\_\_\_\_

Signature with seal\_\_\_\_\_

Office Address: \_\_\_\_\_

Phone No.(office)\_\_\_\_\_

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



**Annexure-IV**  
**MAINTENANCE AGREEMENT (Specimen)**

This Maintenance Agreement is made at New Delhi on (Date) for the period of one (01) year and extendable/renewable for further 2 years (24 Month) on satisfactory report from all sections, from \_\_\_\_\_ to \_\_\_\_\_ between the Kamala Nehru College, University of Delhi, August Kranti Marg, New Delhi-110049 hereinafter referred to as "First Party"

&

M/s \_\_\_\_\_ (Vendor Name) herein after referred to as "Second Party" acting through authorized representative Sh \_\_\_\_\_ only authorized by the company/Firm vide resolution number \_\_\_\_\_ dated (copy annexed to this maintenance agreement) with its registered office at \_\_\_\_\_ which expression shall unless excluded by or repugnant to the context shall include its representative administrator, executives and assign on the second party.

Whereas Kamala Nehru College, University of Delhi, August Kranti Marg, New Delhi-110049 has the **(i) Computers, Printers, UPSs, Scanners, Laptops, LAN, Projectors and Server & other accessories (ii) Bio-Matrix (iii) CCTV Machine & Cameras** shown in this Agreement hereof and is now desirous of availing the Non-Comprehensive Maintenance Services for its Computer equipment and Peripherals installed at the office located at August Kranti Marg, New Delhi-110049.

And whereas M/s \_\_\_\_\_ has agreed to perform the said maintenance services of the **Computers, Printers, UPSs, Scanners, Laptops, LAN, Projectors and Server & other accessories** as mentioned in this agreement and limited to the **(i) Computers, Printers, UPSs, Scanners, Laptops, LAN, Projectors and Server & other accessories (ii) Bio-Matrix (iii) CCTV Machine & Cameras** covered by this agreement.

Now, therefore, it is hereby mutually agreed as follows:

**1.0 SCHEDULES TO THE AGREEMENT:**

The following schedules form an integral part of this agreement:

Schedule-I -Details of Computers & its peripherals or associated accessories as per Annexure III.

1.1 However during the currency of the agreement, the department is at liberty to add to or delete from, this schedule any numbers of item, if so warranted. In case of addition of work, services will be performed; the same will be done on already agreed and settled-rates for the main contract of maintenance.

**2.0 TERMS & CONDITIONS OF THE MAINTENANCE CONTRACT (NON- COMPREHENSIVE) for the (i) Computers, Printers, UPSs, Scanners, Laptops, LAN, Projectors and Server & other accessories (ii) Bio-Matrix (iii) CCTV Machine & Cameras.**

2.1 The second party, shall truly and faithfully carry on the said job as is done by the services/business houses in proper manner/standard fashion for the non-comprehensive maintenance of the Computers and Peripherals and UPS etc. as mentioned in Schedule - I to the full extent and satisfaction of the first party for the period from..... to ..... and extendable/renewable for future 2 years on satisfactory report from all sections.

2.2 The non-comprehensive maintenance includes **preventive maintenance**, monthly/quarterly regular services of the **(i) Computers, Printers, UPSs, Scanners, Laptops, LAN, Projectors and Server & other accessories (ii) Bio-Matrix (iii) CCTV Machine & Cameras** or replacement of any items necessary for keeping the Desktops, Printers UPS, Scanner, Laptop, LAN & server active and free from all defects or disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the said equipment. The replacement of all defective spares with original spares or spares of equivalent specification will be done



by the second party at reasonable cost, in such cases, KAMALA NEHRU COLLEGE will be liable to pay the cost of new spare/s only.

2.3 The non-comprehensive maintenance shall be carried out primarily at the premises of the KAMALA NEHRU COLLEGE during office hours. In case, the second party feels that the equipment cannot be repaired on-site, they will carry the defective equipment with the consent of officials after giving due receipt of the equipment and deliver back the repaired equipment at their own cost and risk to get it repaired promptly. While taking the part from the college the contractor has to submit put up a replacement of the equipment on his own.

2.4 The Operating environment condition in which the equipment is presently installed is quite satisfactory and the second party will not raise any condition with regard to the working environments for the equipment covered under the Maintenance Contract.

**2.5 The second party will depute one technical person to attend on the spot complaints for any minor defect and that technical person will register the complaint on the complaint register with date and time and record the date & time of clearing the fault with satisfactory report signed by the concerned officer of the section or user.**

2.6 Response time for maintenance call should not exceed 1 hour.

2.7 The system down time should not exceed 24 hours from the time at which the complaint was made. If the down time is more than 24 hours, the second party will provide a stand by system. In case the system is not repaired or an alternative system not supplied within the period of 24 hours from the time of failure report then the first party may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the second party from the subsequent payments or else from the performance security if all the payments have been released.

2.8 The Second party, will ensure 95% uptime for Desktops and other items of equipment failing which liquidated damages of Rs.500/-per day per item subject to maximum of 2 percent of contract value will be recovered from the Performance security or the Payment due to the Service Provider, However before imposing liquidated charges, the First party will issue a show cause notice in which the details of downtime will be mentioned. It will also include the liquidated damages proposed, to be imposed on the second party.

### **3 0 PAYMENT TERMS:**

3.1 The total maintenance charges for one year are Rupees \_\_\_\_\_(in words \_\_\_\_\_). The non comprehensive maintenance charges shall be payable to the second party in arrears on quarterly/half yearly basis. For this purpose, the Second party will have to submit bill in the name of First party and payment shall be made within 30 days from the receipt of the bill on the basis of report of users or concerned official/officer.

3.2 Enhancement or decrease of taxes, duties or prices of components, etc., will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed as a result of the above.

3.3 In the event of non-satisfactory performance of maintenance services by the second party, first party shall have the right and discretion to terminate this agreement by giving one-month/day notice and to forfeit the proportionate amount from the security deposited by the second party. In any case, after production of bill, the report of concerned official/officer was found unsatisfactory the first party will deduct the payment or impose a penalty appropriately as per decision of college authority.

### **5.0 FORCE MAJEURE:**

5.1 The.....or the second party, against the other, in case of any failure or omission or calamities such as fires, floods, earthquakes, hurricanes, or civil strikes, under any statute or regulations of the Government, lock-outs, strikers, riots, embargoes from any political reasons beyond the control of any part including war (whether declared or not), civil war or state of insurrection shall give

notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party.

#### **6.0 SYSTEM AVAILABILITY:**

6.1 In the event of any dispute as to whether the system downtime is due to damage caused by mishandling or system malfunctioning the issue will be referred to the Principal, Kamala Nehru College for decision. The decision of the **Principal, Kamala Nehru College** will be final and binding upon both the parties.

#### **7.0 ASSIGNMENT:**

7.1 The second party shall not assign this agreement or any part, thereof or any benefit there under to any other party.

#### **8.0 ARBITRATION:**

8.1 In the event of any question, disputes or difference arising between the parties relating to the interpretation and application of these provisions of this agreement, such disputes or differences shall be resolved amicably by mutual consultations and on failure to do so shall be referred for arbitration to the Principal, Kamala Nehru College, University of Delhi, August Kranti Marg, New Delhi-110049 The decision of arbitration to the agreement in this regard shall be final and binding upon both the parties.

8.2 The parties shall continue to perform their obligations under this agreement during arbitration proceedings. The cost of arbitration (including the fees and expenses of the arbitration) shall be shared equally by the parties unless the award specifies otherwise.

8.3 The venue for arbitration will be New Delhi only.

## 9.0 THE AGREEMENT:

9.1 This document with Schedule 1 hereto signed by both the parties shall constitute the entire agreement binding on both the parties.

9.2 This agreement has been executed in the English language in two originals and each party has retained one original.

In witness whereof each of the parties hereto has caused this agreement to be executed as on the day month and the year first above written

Name of First Party: _____ Designation: _____ Signature: _____ Rubber Seal  Date: _____	Name of Second Party: _____ Designation: _____ Signature: _____ Rubber Seal  Date: _____
In presence of Name : _____ Designation : _____ Signature: _____  Date: _____	In presence of Name : _____ Designation : _____ Signature: _____  Date: _____
Witness –I Name: _____ Designation : _____ Signature: _____  Date: _____	Witness –II Name: _____ Designation : _____ Signature: _____  Date: _____

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