



SHRI RAM COLLEGE OF COMMERCE

University of Delhi, Maurice Nagar, Delhi - 110007
Phone: 27667905, 27666519 • Fax: 27666510
Website: www.srcc.edu • email: srcc@srcc.edu

October 26, 2015

REQUEST FOR PROPOSALS FOR AMC OF COMPUTERS, LAN, SERVERS, PRINTERS, PROJECTORS, SCANNERS, LAPTOPS & BIOMETRIC ATTENDANCE SYSTEM

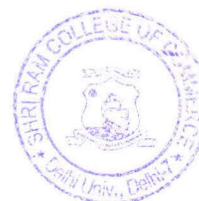
Shri Ram College of Commerce (SRCC) invites sealed Bids from reputed companies/agencies for award of Annual Maintenance Contract (AMC) of computers, LAN, printers, projectors, servers, scanners, laptops and biometric attendance system. Brief description of the items to be covered under the AMC is given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

Bid along with the following documents must be submitted in a non-window sealed envelope superscribing 'RfP-AMC of Computers, Printers, Projectors, Servers, Scanners, Laptops 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. Documents in support of services provided to Govt.'s Research/ Academic Institutions/ Departments/Ministries/Delhi University or its colleges during the last 5 years.
4. EMD (to be remitted as detailed in Bid Information Table).
5. Details with respect to PAN/ TIN.
6. 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 1700 hrs November 18, 2015**.


PRINCIPAL

ANNEXURE - I

Item	Make/ Model No.	Count	Remarks
Desktop	DELL OPTIPLEX 360	7	
Desktop	DELL OPTIPLEX 755	3	
Desktop	DELL OPTIPLEX 990 DT	2	
Desktop	DELL OPTIPLEX GX 280	4	
Desktop	DELL OPTIPLEX 745	1	
Desktop	ACER VERITON M200	75	* Note: Other than the count mentioned here, 5 systems are down with one or the other issue.
Desktop	HP DX2700 MT	36	* Note: Other than the count mentioned here, 10 systems are down with one or the other issue.
Printer	HP 2055 D	1	
Printer	HP LASERJET 1020+	3	
Printer	HP LASERJET PRO M1536 DNF MFP	11	
Printer	HP LASERJET 1020	3	
Printer	HP 3 IN 1 M1136 MFP	5	
Printer	SAMSUNG ML-2010	1	
Scanner	HP SCANJET N6310	4	
Projector	PT-LB51NT	20	
Projector	PT-F100NT	9	
Projector	SONY-VPLCS7	1	
Projector	CANON-LV-7260	2	
Laptop	DELL XPS L502X	1	
Laptop	DELL INSPIRON 1525	1	
Server	ACER AR380 F1	2	
Server	IBM	1	
Biometric Machine	IFACE402-I	1	IRIS Detection and Finger print scan



Handwritten signature or initials in blue ink.

TECHNICAL BID

1	Name of the firm/ company	
2	Address for communication	
3	Registration Number	
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 during the last 5 years (documents/ certificates in support also to be provided)	
9	List of documents enclosed	



4

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



[Handwritten signature]

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.

Date: _____

Place: _____

Signature of the Bidder _____

Name _____

Designation _____

Address _____



4

TERMS & 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 year during semester break. For example, dust removal, CD lens cleaning, service of projectors, repair/ replacement of VGA wall sockets of projectors 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. The cost of consumables (cartridges and toners only) will be borne by the college. Cost with respect to spares etc. will be borne by the successful bidder/vendor. The college will not make any payment beyond the cost as per the AMC.
3. An **Earnest Money Deposit (EMD)** of Rs. 10,000/- (Rs. 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*.
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. 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 Sales Tax / VAT/ Service Tax 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.

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. 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.

9. 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.

10. 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.

11. AMC for the items given in bid document is on comprehensive basis and not item-wise. Single consolidated rate must be quoted for all items of the same configuration/ make.

12. 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.

13. 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.

14. 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.

15. 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.

16. 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 = $95 - Z \times \text{quarter payment} / 100$

17. Comprehensive maintenance charges 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.
18. Bids received within the stipulated time shall be opened as per schedule given in the Bid Information Table. The bidders may send their representatives on the stipulated date and time.
19. Vendors should submit the bids strictly in accordance with the information given in Bid Information Table.
20. The college reserves the right to reject any or all bids without assigning any reasons thereof.
21. Bids received after last date for submission and Conditional bids are liable to be summarily rejected.
22. Technical bids will be opened first and Financial bids of only those bidders will be opened who qualify according to Technical Bid.
23. The decision of the college shall be final and binding on the vendor.

BID INFORMATION TABLE

1	Bid reference	RFP- AMC of computers, servers, printers, scanners, LAN, laptops, projectors and biometric attendance system.
2	No. of covers	Two separate covers for Technical and Financial Bids.
3	EMD	An Earnest Money Deposit (EMD) of Rs. 10,000/- (Rs. 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.
4	Bid Submission starts	October 27, 2015
5	Last date for submission of bid	November 18, 2015
6	Venue, date and time for opening of bids	Committee Room of the college; November 24, 2015 (1100 Hrs.)
7	Address for submission of bids	The Principal Shri Ram College of Commerce (University of Delhi) Maurice Nagar, Delhi - 110007

