



SHRI RAM COLLEGE OF COMMERCE

University of Delhi, Maurice Nagar, Delhi - 110007
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October 5, 2016

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

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 computers, LAN, printers, projectors, servers, scanners, laptops, UPS 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-Comprehensive AMC of Computers, Printers, Projectors, Servers, Scanners, Laptops, UPS 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. Certificate in respect of **ISO certification** of the bidder.
4. Documents in support of AMC services provided to Govt.'s Research/ Academic Institutions/ Departments/Ministries/Delhi University or its colleges during the last 5 years. **Bidder must have experience of providing AMC services in respect of all equipments/ items stated above for which AMC services have been sought.**
5. 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.
6. Details of the technical key personnel of the company viz. Professional qualifications and experience (equipment/ item wise) etc.
7. 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.
8. EMD (to be remitted as detailed in Bid Information Table).
9. Details with respect to PAN/ TIN/ Service Tax.
10. Details of registration with ESIC/ EPFO.
11. 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 on October 26, 2016.**




PRINCIPAL

DESKTOPS

Offices

Sl. No.	Make	Processor	Total No.
1.	Dell	i5	03
2.	Dell	i7	10
3.	Dell	Intel Core 2 Duo	02
4.	HP	Intel Core 2 Duo	01
5.	Dell	Intel Pentium Dual Core	09
6.	HP	Intel Pentium Dual Core	01
7.	Dell	P4	02
		Total	28

Computer Labs

Sl. No.	Make	Processor	Total No.
1.	Acer	Acer Veiton	73
2.	Dell	Dell Optiplex 9020	08
3.	HP	Intel Core 2 Duo	05
4.	Dell	Intel Pentium Dual Core	02
5.	Dell	P4	02
		Total	90

Library

Sl. No.	Make	Processor	Total No.
1.	HP	Intel Core2 Duo	16
2.		Total	16

PROJECTORS

Sl. No.	Make	Processor	Total No.
1.	Panasonic	PT-LB51NT	20
2.	Panasonic	PT-F100NT	09
3.	Sony	SONY-VPLCS7	01



4.	Sony	Sony VPL CH 350 with Dongle	01
5.	Canon	CANON-LV7260	02
		Total	33

LAPTOPS

Sl. No.	Make	Processor	Total No.
1.	Dell	DELL INSPIRON -1525	01
2.	Dell	DELL XPS L502X	01
3.	Dell	DELL LATITUDE E5530	02
		Total	04

SERVERS

Sl. No.	Make	Processor	Total No.
1	Acer	Acer AR380 F1	02
		Total	02

SCANNERS

Sl. No.	Make	Processor	Total No.
1.	HP	HP Scanjet N6310	04
		Total	04

PRINTERS

Sl. No.	Make	Processor	Total No.
1	HP	HP 1536dnf MFP	09
2.	HP	HP Laser Jet 1020	03
3.	HP	HP Laser Jet 1020 Plus	06
4.	HP	HP Laser Jet 2055d	01
5.	HP	HP M1136	07
6.	HP	Samsung ML 2010	01
		Total	27



BIOMETRIC ATTENDANCE MACHINE

Sl. No.	Make	Processor	Total No.
1.		iFACE402-I	02
		Total	02

UPS

Sl. No.	Make	Capacity	Total No.
1	APC	600VA	06
2.	MICROTEK	600VA	03
3.	MICROTEK	625VA	02
4	GE DIGITAL ENERGY	5KVA	01
5.	ACCU POWER	5KVA	01
6.	NUMERIC DIGITAL HPX10,000	10KVA	02
7.	LOCAL BRAND/NOT KNOWN	10KVA	01
8.	CROWN	10KVA	01
9.	LOCAL BRAND/NOT KNOWN	10KVA	01
		Total	18



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 technical key personnel (Professional qualifications, experience etc.)	
10	Details with respect to PAN/ TIN/ Service Tax	
11	Details of registration with ESIC/ EPFO	
12	Details of ISO certification	



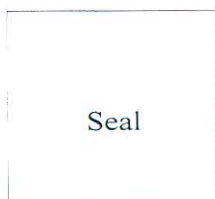
13	List of documents enclosed	
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Date: _____

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: _____

Place: _____

Signature of the Bidder _____

Name _____

Designation _____

Address _____

Seal



UNDERTAKING

The Principal
Shri Ram College of Commerce,
Maurice Nagar,
Delhi-110 007

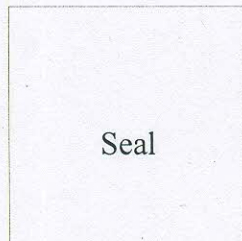
Sir,

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 supply of UPS, if awarded to us, will be liable to be terminated.

Date: _____

Place: _____



Signature of the Bidder _____

Name _____

Designation _____

Address _____



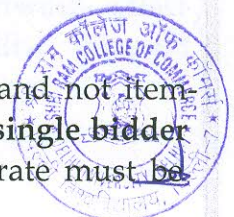
TERMS & CONDITIONS

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, replacement of damaged cables (Projectors & LAN wires/ cables) 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. **Comprehensive AMC includes** essential servicing and repairs/ fixing/ replacement of all the electrical/ electronic, and mechanical components of the equipment. Therefore, the successful bidder firm shall bear cost of all spare parts of related items including all plastic, rubber equipments, knobs, teflon, movable/ rotational parts, power cables, printers' ports, cords, defective boards/ circuits and connectors or any other item necessary for proper operation of the original equipment. Imaging Drums will be covered under the CAMC. CAMC includes items even if it is burnt or damaged due to power fluctuation. No extra charges would be payable by the college. However, batteries (UPS & Laptops), Projectors' Lamp and Lens, and consumables (cartridges and toners) will not be covered under the AMC and their cost to be borne by the college. The college will not make any payment beyond the cost as per the AMC.
3. An **Earnest Money Deposit (EMD)** of Rs. 15,000/- (Rs. Fifteen 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 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.

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. **Bidder must have experience of providing AMC services in respect of all equipments/ items stated above for which AMC services have been sought.** 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 clearly mentioning the items for which AMC was undertaken.**
8. 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.**
9. 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.
10. 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.
11. 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.
12. The successful bidder will handle the AMC itself and not through any sub-agent or sub-contractor. In case the AMC contract is sublet to
13. AMC for the items given in bid document is on comprehensive basis and not item-wise. **The AMC contract will be awarded for all items collectively to a single bidder and not to different vendors for different items.** Single consolidated rate must be quoted for all items of the same configuration/ make.



14. 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.

15. 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.

16. **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.

17. 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.

18. 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) = $\frac{X-Y}{X} \times 100$

Penalty amount = $95-Z \times \text{quarter payment} / 100$

19. 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.

20. 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.

21. Vendors should submit the bids strictly in accordance with the information given in Bid Information Table.

22. The college reserves the right to reject any or all bids without assigning any reasons thereof.

23. Bids received after last date for submission and Conditional bids are liable to be summarily rejected.

24. Technical bids will be opened first and Financial bids of only those bidders will be opened who qualify according to Technical Bid.

25. The decision of the college shall be final and binding on the vendor.



BID INFORMATION TABLE

1	Bid reference	RfP- Comprehensive AMC of computers, servers, printers, scanners, LAN, laptops, UPS, 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. 15,000/- (Rs. Fifteen 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 6, 2016
5	Last date for submission of bid	October 26, 2016
6	Venue, date and time for opening of bids	Committee Room of the college November 7, 2016 (1100 Hrs.)
7	Address for submission of bids	The Principal Shri Ram College of Commerce (University of Delhi) Maurice Nagar, Delhi - 110007.

