

कॉलेज ऑफ वोकेशनल स्टडीज

(दिल्ली विश्वविद्यालय)

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संदर्भ संख्या

Ref. No. CVS/2021/883

दिनांक

Dated

10.02.2021

E-TENDER

FOR

Annual Maintenance Contract (AMC) of Computers, Computer Accessories & Network

DATE & TIME OF ISSUE OF TENDER DOCUMENT (downloaded from website)	12-02-2021 From 6.00 P.M.
LAST DATE & TIME FOR SUBMISSION OF TENDER DOCUMENT	08-03-2021 up to 11.00 A.M.
DATE & TIME FOR OPENING OF TENDER DOCUMENT - (TECHNICAL/FINANCIAL BID)	09-03-2021 at 11.00 A.M.

The e-tender shall be accepted under Two Bid System. The interested Service Providers are advised to submit Technical & Financial bids through e-portal of e-procurement website (www.eprocure.gov.in)


Principal
My V
Vikas

TENDER DOCUMENT

For

Comprehensive Annual Maintenance Contract (AMC) of Computers, Computer Accessories & Network at CVS. The tender form/ document can be obtained through CPPP website (<https://eprocure.gov.in>)

CONTENTS OF TENDER DOCUMENT

S. NO.	DESCRIPTION OF CONTENTS
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Note: 1. Tender document for viewing can be downloaded from the website www.cvs.edu.in

2. The e-Tender Form can be filled up from the www.eprocure.gov.in website.

3. Earnest Money Deposit: Rs. 10,000/- in form of DD favoring "Principal, CVS".

IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. CVS WILL PROCESS THE TENDER AS PER CVS'S STANDARD PROCEDURES. THE PRINCIPAL OF THE COLLEGE RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. CVS WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATIONS TO THE AGENCIES WHO'S BIDS ARE REJECTED.

Scope of work

The College has Server, LAN, PCs, Laser, DeskJet, Printers, Scanners, UPS and other accessories of which details are given in the enclosed Proforma. The College intends to award Annual Maintenance Contract on the following terms and conditions.

A. GENERAL TERMS AND CONDITIONS

1. The contract will be awarded initially for a period of one year. However, the same will be extendable on discretion of the Principal provided the College finds the services satisfactory.
2. Maintenance service shall consist of onsite preventive and corrective maintenance of computer system and will include supply and replacement of all parts (including hard disk, printer heads, Motherboards, LCD screen/Monitor, etc).
3. In case an equipment/machine is being taken for servicing to service center, the firm will provide a stand by equipment and will take prior permission of the concerned Officer before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the firm.
4. The firm will honor complaints lodged by phone/ email/fax/post or any other mode of communication. Counting of down time will start from the time of logging the complaint and will continue till the machine is properly repaired and a certificate to the same effect is obtained from the user.
5. The firm will ensure 95% up time of all the equipments under AMC (placed at table 1 and 2). For each 1% deficit in guaranteed up time, 2% deduction in the AMC amount will be made.
6. The firm shall maintain all the machines satisfactorily till the end of the AMC tenure and handover all inventory in good working condition to the next vendor, in case the AMC is not extended or is terminated.
7. The selected firm will not involve third party in implementation of services under this AMC.
8. In case the successful bidder refuses to accept the offer, his EMD will be forfeited and the next bidder may be offered the AMC.

9. The firm selected will not be allowed to exit from the agreement of AMC. In case they do so, the security would be forfeited.
10. Only those bidders who fulfill the terms and conditions given in the tender document will be considered for bidding.
11. The CVS reserves the right to cancel the Contract at any time without assigning any reason.
12. One Technical staff deputed during practical examination in the month of April-May and Nov-Dec.
13. If Any Hardware part/peripheral of Computer System stopped its normal working then it should be repaired or should be replaced with new one without any cost.
14. You have to arrange engineer visit at college with in 24:00 Hrs of call from outside for Technical support.
15. You have to arrange visit of your technical person at College in every fifteen day of the month for checking the proper functioning/working of all the computers, Printers, Servers, Networking devices and their accessories.

B. SECURITY & PAYMENT

1. The successful tenderer will be required to deposit security money to the tune of 10% of AMC value. The earnest money of the successful tenderer will be refunded after submitting the security deposit of 10% of the total quoted AMC charges.

13. The successful tenderer will have to sign an Agreement with the Institute on a non-judicial stamp paper of Rs. 100- before taking over the contract.

14. Maintenance charges will be paid on quarterly basis after deduction of penalty, if any. The payment shall be released quarterly on satisfactory completion of assigned services. If calculation of penalty was not readily available, then 80% of the bill amount will be released provisionally.

C. SPECIFIC TERMS AND CONDITIONS OF AMC FOR COMPUTER, NETWORKING AND COMPUTER ACCESSORIES MAINTENANCE:

1. Tenders are invited for the maintenance of Computer, Computer Network, Network servers and related components at CVS. The Network consists of the components given in Table 1. Numbers shown are approximate; actual number may vary, as on the date of take over.

2. In case of any material defect/part failure, the tenderer would replace the materials parts within 48 hours of reporting / detection. However, in case of servers such time limit would be 4 hours. In case of delay on part of the firm, the firm shall be liable to pay a compensation of 2% of the cost of the down equipment per day, to a maximum of 25% of the cost of the equipment. In the event of the failure of the vendor to repair the equipment within the stipulated 15 days, the institute will be free to get the equipment repaired from some other source and the firm shall be liable to pay for the entire expenditure incurred by the College for the repair/replacement of the equipment and transportation in addition to above financial compensation. The compensation along with the repair charges of the equipment from any other firm shall be deducted directly from the amount of payment to be made by the Institute to the tenderer.

3. CVS reserves the right to reject any item, if found unsuitable and/or not conforming to the approved specifications. The rejected items, if any, shall have to be taken back and replaced by good quality equipment forthwith at the cost of the tenderer. No payment will be made for the rejected items. During installation at site if any part is found to be defective or broken, it will be replaced with new one by the tenderer at their cost and risk within 30 days.

4. The tenderer shall use the state of art technology/software to register the complaints and report the down time.

5. All PC level configurations related problem to be rectified within 4 hours of the complaint. The server & network level configurations problems are to be sorted out within 6 hours of the complaint.

6. The tenderer will deploy 2 persons exclusively during daytime at least once in a month for through cleaning of dust and other particles and up keeping of all the Computer components and servers, cable locations, its arrangement and its tidiness etc.

7. The tenderer shall clean all computers/Server/Network (Wire & wireless) /equipments/machines under AMC a twice in a year. He will maintain vacuum cleaner for dust cleaning of equipments.

8. The tenderer will place stickers on each equipments under warranty in the beginning of contract as well as time to time in future when new equipment is added under AMC.

9. CVS reserves the right to modify and amend of the above-stipulated conditions/criterion depending upon Project priorities vis-à-vis urgent commitments.

TECHNICAL BID:

1. The tenderer should have full-fledged office at Delhi (NCR) and experience in maintaining a PC, network at least one Govt. organizations/ undertakings. The firm should have at least three years experience in the field of maintenance of computer, computer equipment and network.
2. Tenders must be accompanied by Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Twenty Thousand only) vide Demand Draft/Banker's Cheque drawn in favour of the Principal, College of Vocational Studies, payable at New Delhi. No interest is payable on EMD. The Tenders submitted online without EMD are liable to be rejected out rightly.
3. The earnest money of all unsuccessful Tenderers will be refunded after one month after opening of the tender. The Tenderers are advised to send pre-receipted challans along with their bids so that the refund of EMD to unsuccessful Tenderers is facilitated.
4. The rates are to be quoted in the Proforma enclosed herewith. No figures or words should be overwritten. Overwritten figures or words should be scored out and re-written under full signature of the authorized signatory. Quotations that do not fulfill this condition will not be considered.
5. The firm must enclose the copy of Pan Card , GST Registration and Income Tax returns for last three years
6. Any Government organization/ undertaking should not have blacklisted the firm.
7. The average Annual Turnover for last three years is not less than 10 Lakhs.
8. Tenderers are requested to provide the details of their past experience in Networking and Network maintenance, Client list, letters of satisfactory performance from existing/previous clients preferably from Govt. sector offices may be enclosed with the tender.
9. Upload only relevant documents (strict compliance is mandatory).
10. The college has right to reject any tender or not to accept the lowest bidder.

Important Note:

(1) The specifications given in the list above are broad ones and there could be some variation in the specifications/ brand/ make/ model. However the rates are to be given as per the category of the equipment in the Serial No. The quantity may also vary.

(2). The above items include components installed at various locations in the CVS Campus. There are items that may be given on AMC after their warranty period is over, during this contact period. Their maintenance would be on pro-rata basis.

(3). Tenderers are requested to quote individually for each of the above items for AMC on per Unit per annum basis as per the requirements given below;

(a) Maintenance of UTP cable connection from Server/LAN/WAN through hubs/switches, connectors and network interface card. Quote AMC rate **on per Line/node basis per annum basis**. (This rate should be Inclusive of cost of replacements/repairs for connectors, Ethernet card, UTP Cable). The work under this item, also includes network configuration and its maintenance and at node level. The vendor has to replace/reinstall the defective cable with standard quality on chargeable basis preferably as per the Govt. supplies rate and the faulty cable has to be deposited with the Institute.

(b) Maintenance of Fiber Optics cable including connector, coupling, connector panel, all patch cords and Terminators etc.,

(c). The AMC for all the items/ components above includes hardware, network and their software configurations/setup maintenance, Network Administration and repair/replacements. (Like loading OS viz Linux, Windows, S/w utility maintenance, System/server software, proxy configuration and maintenance, fire wall & antivirus/ anti-spams etc.)

(d). The AMC of computer equipments includes all parts including, hard disk, keyboard, RAM etc should be replaced with same or higher quality preferably new one unless not available in the market. Unless specified, all parts of the computer/equipments except consumable need to replace free of cost under AMC.

PROFORMA OF COMPANY PROFILE

1. Name of Firm and registered address.
2. Name and Designation of Coordination Person.
3. Address of service center in Delhi with Landline Phone No., Mobile No. and Fax No., Website and e-mail address.
4. Does the firm posses ISO Certification/any other accreditation: Yes/No
If Yes; give details with year of certification.
5. Years of operation
 - a. Maintenance _____Yrs
 - b. Other Computer related business _____yrs
6. Yearly turn-over 2017-2018 2018-19 2019-20
 - a) Maintenance _____
 - b) Other activities _____
 - c) Total _____
7. Support staff and qualifications
 - a. No. of Qualified Hardware Engineers _____
 - b. No. of Qualified Software Engineer _____
 - c. Others _____
8. Enclose list of major clients preferably in Govt. /Public Sector Delhi (Enclose list with Contact Person & Phone, email IDs and duration of contract.
9. Whether the firm is black-listed by any Govt. agency? Yes/No
10. Any other information of importance
11. I agree to all terms and conditions mentioned in the tender document of the Institute.

Signature and seal of the Tenderer