

Indira Gandhi Delhi Technical University for Women
Kashmere Gate, Delhi-110006

I. NOTICE INVITING QUOTATION:

Open Tenders are invited under two bid system (Technical bid and Financial bid) on behalf of Registrar, Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006 from eligible firms/distributors/authorized vendors for Comprehensive Annual Maintenance Contract for Network Facility Management, Desktop Computers, Servers, Printers, UPS & LCD projectors as per list of quantity attached with this NIQ.

1.	Name of work	Providing Comprehensive Annual Maintenance Contract for the Network Facility Management, Desktop Computers, Servers, Printers, UPS & LCD Projector.
2.	Last date, time and venue for submission of quotation	Tender Form should be dropped in Tender Box available outside the General Administration Branch, Administrative Block, IGDTUW on or before 03.02.2014, Up to 3:00 pm
3.	Date, time and venue for Opening of Technical Bid	03.02.2014, at 4.00 pm in Conference Hall, Administrative Block, Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi-110006.
5.	EMD value	Rs. 80,000/- must be submitted in the form of DD/Pay Order in favor of "Registrar, IGDTUW-GIA/Salary SB Account".
6.	Financial bid shall be opened after evaluation of technical bid and date & time shall be intimated thereafter separately through website (www.igit.ac.in) of the University under the head "Financial bid for Computer & Networking AMC".	
7.	The tender document can be downloaded from website (www.igit.ac.in) of the University. Down loaded Tender form, must be accompanied with Demand Draft of Rs. 1000/- in favour of " Registrar, IGDTUW-GIA/Salary SB Account " towards Tender Form Fee. No Tender shall be accepted without Tender Fee.	

Note:- For meaning of the term "Network Facility Management" used in this tender document refer Section V "SCOPE OF THE WORK" sub-section (2) "**Scope of the Work in Network Facility Management**"

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II. FOLLOWING ITEMS ARE AVAILABLE FOR COMPREHENSIVE AMC IN THE UNIVERSITY:

S.No.	Items	Quantity
1	Desktop Computers Core 2 Duo (Make: HP, Lenevo, Wipro, etc.)	80
2	Desktop Computers HP Core i5 under Company warranty upto June 2014	30
3	Desktop Computers HP Core i5 under Company warranty upto December 2014	65
4	Desktop Computers HP Core i5	01
5	Server (Make: IBM/HP)	03
6	LaserJet Printers (HP, Samsung, Canon, Xerox, Wipro etc.)	32
7	MFP Laser Jet Printer	09
8	Colour Laser Jet Printers	03
9	Online UPS 5 KVA	02
10	Online UPS 10 KVA	02
11	Online UPS 20 KVA	02
12	LCD Projector	14
13	Switches	45
14	Access Points	16
15	Router	01

Note:

- 1) List containing details of the above items is available in the office of Head (IT Services), IGDTUW at Kashmere Gate, Delhi.
- 2) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the vendor for which the vendor may be eligible for an additional consideration on pro-rata basis. In the event of condemnation of equipment/machines/computers , the same shall be removed from the contract and the rates reduced accordingly on a pro-rata basis
- 3) The offer furnished by Firm/Company should be valid for the acceptance for a period of at least 180 days from the last date prescribed for the receipt of the tender.
- 4) The offer/bid must be sent by Registered Post/Courier/By Hand/Speed Post, sufficiently in advance so as to reach to the Head (IT Services), IGDTUW, Kashmere Gate, Delhi by scheduled date and time. Any bid received after the due date and time, whatever means, shall not be considered.

III. ELIGIBILITY CRITERIA:

- 1) The company shall have a minimum of 3 years of experience in Maintenance of Internet, Intranet, Maintenance of Desktop Computers, Servers, Printers, UPS and LCD Projector, preferably in a University or an educational Institution or Govt. Department.
- 2) The minimum turnover of the Company for the last 03 years (FY 2010-11, FY 2011-12, FY 2012-13) should not be less than Rs. 03 Crore per year.

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- 3) The Firm/Company must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax and should have valid ESI and PF registration.
- 4) Company should be an **ISO 9001:2008 & ISO 20001:2005** certified for servicing. Certificate should be submitted.
- 5) The Firm/Company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than **1000 Computers** connected in LAN under Linux/Window NT environment for at least two years consecutively.
- 6) Firm should be **Authorized Supplier** of any one of the companies like HP /Lenovo/ Dell /IBM etc. The firm will be required to liaison with the **O.E.M. for Maintenance** of these computers/servers/UPSs and network equipment's etc.
- 7) Firm should be authorized **Warranty Service Provider** of any one of the companies like HP /Lenovo/Dell/IBM etc. & certified copy of the same has to be submitted along with this tender.
- 8) The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, Service Tax Number, Sales Tax Number, ESI Number, PF No etc.
- 9) List of customers along with copies of order of AMC executed for last 3 years is required to be submitted along with tender document.
- 10) **The agency shall provide undertaking on Non-Judicial Stamp Paper worth Rs. 100/- that:**
 - i). It has not be barred or blacklisted by any of the Central/State PSU / Departments / Organizations/ Central or State Government.
 - ii). It will ensure fair trade practice.
 - iii). The proprietor/partners of the agency does not have any relative employed with Indira Gandhi Delhi Technical University for Women, Kashmere Gate, Delhi

IV. TERMS & CONDITIONS:-

- 1) The tender will follow a simultaneous two bid system. One, the **Technical Bid (Annexure-1)** and the other **Financial Bid (Annexure-2)**. The final cost should be very clear and there should not any hidden cost i.e. there should not be any ambiguity in the total cost. The Financial Bid should be in a separate sealed cover, superscribed "**FINANCIAL BID**" and will be inserted in the big sealed cover along the Technical Bid and EMD.
- 2) The EMD (refundable) should be in the form of demand draft/pay order in favour of "Registrar, IGDTUW-GIA/Salary SB Account" payable at Delhi.
- 3) The rate quoted should be FOR, in Indian Rupees, inclusive of all taxes/duties etc. The rates should be quoted legibly in figure as well as in words. There should not be any cutting, overwriting or erasing in the rates or specifications and any cutting/over writing/erasing is found the tender will be summarily rejected. If there is any difference in the rates of words and figure in a tender the figure written in words will considered as final.

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- 4) The Firm/Company shall ensure compliance to all the obligations arising under the Contact Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and other labour laws prevailing in the country. In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the contractor, the University would have the right to recover itself by way of adjustment from the firm's pending bills or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.
- 5) The Firm/Company should quote rate on comprehensive basis for AMC for Network Facility Management (Intranet & Internet services, Management and operation of various Servers) of all the Computers, Server, Printers, UPS & LCD projector as per attached format for **Financial bid (Annexure II)** and **partial quote will be rejected summarily.**
- 6) The bidder shall **place the bids in two separate envelopes** marked "Technical Bid" and "Financial bid". All documents in support of eligibility as well as DD/Pay order for EMD shall be placed in the envelope marked "Technical Bid". The offered rates shall be placed in the envelope marked "Financial bid". Both these bids should be superscribed with name of work and shall be placed in a **third envelop** which shall be superscribed as "**Quotation for AMC of Network Facility Management, Computer, Server, Printers, UPS & LCD Projector.**"
- 7) Bids without EMD will be summarily rejected.
- 8) Conditional Bids will be summarily rejected.
- 9) Bids received after due date & time shall be summarily rejected.
- 10) The "Financial Bid" of those bidders whose "Technical Bid" have qualified will only be opened.
- 11) Net rate (inclusive of taxes, levies, cartage handling, loading, unloading etc.) must be quoted in Indian Rupees only both in figures & words
- 12) Delivery:-F.O.R Indira Gandhi Delhi Technical University for Women.
- 13) **The EMD of unsuccessful bidders shall be refunded.**
- 14) The successful bidder have to submit a Performance Security Deposit @ 10% of the approved tender value in the form of Demand Draft/Pay order drawn in favour of "Registrar, IGDTUW – Security Deposit SB Account" within 07 (seven) days from the receipt of the communication regarding award of contract. The EMD of the successful bidder shall be refunded on the receipt of the Performance Security or shall be adjusted toward Performance Security Deposit, if so desired by the successful Firm/Company in writing.
- 15) The performance security shall be valid for a period of 60 days beyond the date of completion of all contractual obligations. The Performance Security Deposit shall be refunded without interest after 60 days of completion/termination of the AMC period on receipt of request from the agency.
- 16) In case the successful bidder fails to deposit the Performance Security within 07 days from the receipt of the contract award, the EMD shall be forfeited by IGDTUW absolutely without any notice.
- 17) In case the successful bidder fails to start AMC within one month from the date of award of contract, a sum equal to 0.5% of the contract price per week or part thereof until the actual execution of work subject to maximum of 10% of the value of AMC shall be deducted.

- 18) The payment shall be made on half-yearly basis on receipt of the claim/request by the agency.
- 19) TDS, if any, levied shall be deducted at source.
- 20) The offer furnished by the Firm/Company should be valid for the acceptance for the period of at least 180 days from the last date prescribed for the receipt of the tender. In case of withdrawal, by the successful Firm/Company, the EMD shall be forfeited by IGDTUW absolutely and no claim shall be admitted in this regard. Such bidder shall not be allowed to participate in the re-quotation process.
- 21) University reserves the right to reject any or all the bids or accept them in part or reject the lowest bid without assigning any reason.
- 22) In case of any dispute relating to meaning, scope, servicing, operation or effect of this contract or the validity or the breach thereof, the decision of the Vice Chancellor, Indira Gandhi Delhi Technical University for Women shall be final and binding on both the parties.
- 23) An affidavit on non-judicial stamp paper worth Rs. 100/- stating that (a) the firm has not been debarred/blacklisted by any University/Autonomous Organization/Government/Semi Government organizations, (b) will observe fair dealing in the business.
- 24) Period of contract will be initially for two years renewable on year to year basis. The contract can be extended on the same terms and conditions for a further period of two years with the approval of Competent Authority of the University, if the performance of the contractor is found satisfactory during first two years. Further, in case, the performance of the contractor in the first year is not found satisfactory/upto the mark, the contract shall be terminated immediately with a notice of one month and in this case; question of extending the contract for further year during first two years of contract does not arise.
- 25) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the vendor for which the Firm/Company may be eligible for an additional consideration on pro-rata basis. In the event of condemnation of equipment/machines/computers, the same shall be removed from the contract and the rates reduced accordingly on a pro rata basis
- 26) The Firm/Company will provide insurance cover to its resident engineers in the University. The resident engineers or their legal heirs shall not claim any insurance benefit from the University in case engineers suffer any loss or damage to their life or person or property while in the University premises
- 27) Firm/Company are requested to quote comprehensive AMC charges including repairs, cost of spare parts and remuneration of labour/staff who will be paid not below minimum wages as notified by the Labour Department, Govt. of Delhi. The comprehensive AMC cost shall also include repair of items which are not in working condition at the time of Award of Comprehensive AMC job. **For this purpose, the Firm/Company may inspect the above items for ascertaining their working condition etc. before furnishing rates, if they so desire**
- 28) Firm/Company shall be required to maintain updated inventory records of Computers, Server, UPS, LCD Projectors and Network equipments etc. in the form soft copy. Updated inventory list shall be required to be submitted to the department quarterly in the format provided by Head (IT Services).

- 29) On expiry/termination of the contract, the firm will have to hand over the systems in perfect working condition to the Department, failing which the amount spent on setting the system repaired/in working condition from the open market will be deducted from the security deposit of the firm.
- 30) The Firm/Company must have expertise to provide maintenance of various types of Computers, Server, UPS, Printer and LCD projector and Network Facility Management (Intranet & Internet and management of Servers).
- 31) The Firm/Company must have expertise to provide effective secured network solutions and maintenance of various network equipments.
- 32) The Firm/Company should be a registered firm with Trade & Taxes Department, Delhi and Service Tax Department, Delhi etc. and should possess PAN, TIN (VAT) and Service Tax No. etc.
- 33) **Force Majeure**-For purpose of this clause, 'Force Majeure' means an event beyond the control of the contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the University either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargo.
 - i) If a Force Majeure situation arises, the contractor shall promptly notify the University in writing of such conditions and cause thereof. Unless otherwise directed by the University in writing, the contractor shall continue to perform its obligations under this contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by Force Majeure event.

V. SCOPE OF WORK

- 1) **Scope of work of Annual Maintenance Contract for the Computers, Servers, UPS, Printers and LCD Projectors:**
 - i) The Firm/Company shall truly and faithfully carry on the said job as is done by the services/business houses in proper manner /standard fashion for the maintenance of the **Computers, Servers and UPS, Printers and LCD Projector of Indira Gandhi Delhi Technical University for Women** to the full extent and satisfaction.
 - ii) The 'Service Maintenance Contract' shall be comprehensive in nature and shall, therefore, include essential servicing and repairs/fixing/replacement of all the electrical /electronic, and mechanical components of equipment. **Therefore Firm/Company shall bear cost of all spare parts of related items excluding only consumables items (UPS Batteries, Toner Cartridges and LCD Lamp)** during the period of the contract at the exclusive risk, responsibility, and the cost of the contractor.
 - iii) The term 'maintenance' shall also include rectification of all hardware and software problems/defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the aforesaid systems. No extra charges for any general wear and tear/spare parts, etc. shall be liable to be made by the University.

- iv) Some Computers, Server, UPS, Printers & LCD Projector may be malfunction/not working. AMC shall include repair/maintenance of all parts of that equipment to bring it into working state.
- v) The firm shall maintain the equipment's as per manufacturers guidelines and shall use standard components for replacement. Until and unless written order of Head (IT Services) / other senior officer of the University are conveyed, the original specification/ characteristic not be changed.
- vi) The Comprehensive maintenance includes preventive maintenance/quarterly regular service of the **Computers, Servers, UPS, LCD Projectors and Printers** and /or replacement of any items necessary for keeping the **Computers, Servers, UPS, LCD Projectors and printers of Indira Gandhi Delhi Technical University for Women** active and free from any defects /disturbance.
- vii) The scope of work also includes maintenance of software procured by University and installed in the computer and peripherals.
- viii) In case of systems covered under warranty which are /are not under the purview of AMC, the service engineers shall note down the serial number of the machine and escalate the service call to the concerned OEM/Manufacturer and take up necessary follow up activities for the same and also intimate the IT services officials regarding the call details.
- ix) The company shall load/reload and configure operating systems and/or any other specific system software as the case may be in the equipment covered under AMC, at no extra cost to the university, whenever the need arises.
- x) The Operating environment condition in which the equipment is presently installed is quite satisfactory and the vendor will not raise any condition with regard to the working environments for the equipment covered under AMC.
- xi) The work shall be carried out in the premises of the University Campus located at Kashmere Gate. Only such work, which cannot be executed in the premises of University, shall be allowed to be done in the workshop of the firm and for that period, **the firm has to provide a standby system so that the office work does not suffer**. In any case, no system or any other items/parts, thereof, shall be taken out of the premises without formal/written gate pass issued from ITS division. No transportation, freight charges on this account will be paid by the University.
- xii) Adequate inventory on site of hardware parts like RAM, SMPS, various types of cables, logic cards, networking equipment (like Access points, Switches etc.) etc. must be kept in stock in advance. Successful bidder has to provide **5 Computers, 5 UPS, 5 Printers, 2 switches, 2 Access points and 1 LCD** projector of standard make in good working condition, in standby, in University.
- xiii) The IT Services Division reserves the right either to accept or reject any part or items found inferior in quality or workmanship.

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- xiv) A log book shall be maintained in which the resident engineer shall record all the complaints made. All the complaints received shall be attended by them in following manner:-
- (a) Minor faults: immediately.
 - (b) Major faults: within 4 hours by replacement method, with the available spares, if instructed by Head (IT Services).
 - (c) The firm/Company shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The backs up copies are to be returned to the users, under acknowledgement.
 - (d) The Company shall be responsible to coordinate with Manufacturer Companies irrespective of all warranted PCs and Peripherals etc. installed in the University
 - (e) If the equipment is required to be transported to the firm's/manufacturer's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
 - (f) The replacement of components shall be as per manufacturer's instruction and as per the decision of Head (IT Services)/other senior officer of the University.
 - (g) The firm shall have the required drivers (CDs and Floppies) for maintaining the PCs and peripherals for configuring them.
 - (h) Repair and servicing of equipments can be carried out at site or at the firm's workshop after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints. The replacement also involves all items of equipments including major parts such as monitor, FDD, CDROM, Scanner units of printers, adaptor of printers, HDD, SMPS, CPU, RAM, Motherboard & etc. but excluding consumables such as computer stationery i.e. Toner , Printer Head, UPS battery, ink cartridges & etc.
 - (i) Maintenance of all software already installed in the Personal Computers and peripherals and the software to be installed at later stage.
- xv) Preventive Maintenance Terms and Conditions:-
- (a) The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in every equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.
 - (b) The schedule of preventive maintenance shall be as follows:-
 - (i) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
 - (ii) Running of test programmes to ensure quality, reliability of the equipment.Checking of power supply source for proper grounding and safety of equipment

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- (iii) Ensuring that covers, screws, switches etc. are firmly fastened in respect of each equipment
- (iv) Shifting of equipment as and when required.
- (v) Running of diagnostic software for system performance

2) The scope of the Work in Network Facility Management is as under:

- i) Operation, Management and Administration of the mail server, web server, proxy server, antivirus server and application/ database server;
- ii) Ensuring the optimum utilization/Management of the available Bandwidth;
- iii) To identify, diagnose and resolve LAN / Internet faults and to keep ready disaster management plans to upkeep the important servers;
- iv) Maintenance of existing Network Equipments like CISCO/3COM make switches, routers, modems, Hubs etc ;
- v) Some Networking equipments may be malfunction/not working. AMC shall include repair/maintenance of all parts of that equipment to bring it into working state.
- vi) Replacement/Repair of defective LAN equipment - In case of any Network equipment failure, equivalent standby equipment shall be provided by the company till the time original equipment is repaired or replaced;
- vii) Monitoring the network to ensure that no collisions in the network takes place and diagnose and solve the problems related to any existing network equipment (like switches/ hubs/ routers);
- viii) To monitor and maintain the logs of the hits, server uptime charts, server backup and intrusion detection on the web server;
- ix) Maintaining proper bandwidth management policies to various departments of IGDTUW.
- x) Maintaining and troubleshooting the National Knowledge Network Connection and 10 mbps leased internet line.
- xi) Supporting and managing mailing services both webmail and configuration of outlook express on multiple platforms like windows and Linux.
- xii) Providing Security solution against the existing and all the future external threats to the entire network including web and mail services and implement it as part of contract.
- xiii) Providing Security Solutions against external intrusions; hacking, denial of services, port scanning and spoofing attacks.
- xiv) Providing Secure support for Internet services; support URL filtering and packet screening and demilitarized zone for web server
- xv) Protection for mail, http, ftp and other traffic from spam, worms, Trojans virus and malicious java, Active x, java scripts or other codes
- xvi) Provide technical support and liaison with web developers in improving Website Wireless network, if any, needs to be properly configured for hot spots and prevents unauthorized use.

- xvii) Service provider/Resident Engineer should assist University in preparation of technical specification for the procurement of any additional hardware/software/Network Component for improvement of the network based services.
- xviii) Resident Engineer must maintain the Networking layout and entire inventory of Networking (Hardware & Software) Systems in the suitable format.
- xix) Network Audit must be done on half yearly basis. The identified problems should be rectified for the smooth functioning of the network. The monthly audit report must be submitted to Head (IT Services) IGDTUW on 5th day of the every month.
- xx) Making arrangement for Website Hosting in the campus excluding the development of website/WebPages.
- xxi) If required, the Firm/Company shall extend the LAN by adding new node points, replacing damaged cables without any Labor Charges.
- xxii) The resident engineer must submit the preventive action plans along with the total inventory list to the Head (IT Services) every 5th day of the next month.
- xxiii) The company must provide the security solutions including software for providing secure networking in the campus.
- xxiv) The network resident engineers must coordinate with the MTNL/ISPs for troubleshooting the leased line/NKN and broadband connections.
- xxv) The network resident engineers must coordinate with the Head (IT Service) for upgrading the existing infrastructure in the University campus.
- xxvi) The network resident engineers may also coordinate with the Librarian, IGDTUW for establishing DSpace Server, uploading the videos etc for providing e-learning facilities.

VI. DEPLOYMENT OF SERVICE ENGINEERS ON FULL TIME BASIS

- 1) The successful bidder shall be required to depute following 03 Service Engineers on full time basis at the IGDTUW Campus :
 - i) Two qualified Hardware Engineer for Computer, Server, UPS, Printers and LCD projector
 - ii) One Network Service engineer for managing the Network Facility Management Services
 - iii) The firm must provide the name, mobile no. and email id of Manager, who will be responsible for execution of the said work
 - iv) Service engineer must carry mobile phone.
 - v) The service Engineers will be posted at University Campus for six days in a week (9:00 AM to 6:00 PM). However, the weekly off shall be decided by the University according to the requirements of the University.

- 2) Qualification and experience of service engineer:
 - i) **The resident engineer deployed** under the contract must have 3 Years Computer Hardware Diploma or BCA/B.Sc (IT)/M.Sc(CS) or MCSE, MCP, MCITP, and CCNA Certified having minimum 03 years of experience to manage the services specified in the scope of work.
 - ii) Network Service Engineers shall be able to manage the network administration and capable to do work on UNIX, Linux and Windows based servers, routers, switches, firewalls (both software & hardware based) and other related equipments.
 - iii) Service Engineer has to attend the service/support call to rectify the problems, as reported by the users. Engineer should be able to take calls (by internet/e-mail/messenger service), and respond to any problem reported by the users.
 - iv) Service engineers posted at University must ensure timely availability in the University. A penalty of Rs. 500/- per day shall be deducted from the bill of the contractor if any Service Engineer remain absent for a day and his substitute is not provided for that day by the Firm/Agency.

VII. DOWNTIME & PENALTIES

- 1) Response Time and Resolution Time
 - i) The server shall be zero tolerance downtime.
 - ii) Minor Faults shall be addressed immediately and in worst case it should not exceed 2 hours
 - iii) The Major Faults with in 4 Hours by replacement method with the available spares, if instructed by Head (IT Services).
 - iv) The LAN Network downtime shall maximum of 4 Hours
- 2) Penalties
 - i) Penalties will be imposed for failure to comply with terms & conditions of the agreement with respect to downtimes and response time against complaints. Downtime shall be calculated after lodging the complaint with service engineers to be stationed at IGDTUW Campus at Kashmere Gate either in writing or phone or email by the users
 - ii) The downtime will be counted until the unit/service starts functioning normally again.
 - a) As the server is zero tolerance downtime every effort should be made by the Firm/Company to make it running 24 x 7. However, in case of breakdown of server for whatever reasons, a penalty of Rs. 1000/- per hour shall be deducted.
 - b) If anyone, the computer, printer, UPS, LCD Projector, Network equipment does not function, penalty charges per day and part there of will be Rs. 250/- per equipment besides the penalty on failure of network. It means the penalty for failure of Network equipment and failure of Network services will be imposed concurrently.
 - c) In case of failure for Network Services (access to LAN, Mail, Web services etc.), fully or partly, a penalty of Rs. 1000/- for failure for network services shall be charged

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- iii) The system or any other items, parts thereof taken to the workshop/market will have to be brought back within three working days (extendable upto one week in exceptional circumstances), a penalty of Rs. 200 /- per day will be charged until the delivery of the repaired items.
 - iv) If Service engineers posted at University remain absent for a day and his substitute is not provided for that day by the Firm/Company, salary of the staff for that day will be deducted from the bill.
- 3) Warranty/Guarantee
- i) The Firm/Company will be responsible for any damage or loss to the existing structures, furnishing and other fixed assets of the University.
 - j) The Firm/Company will make good of the loss of the said property of the University.

Registrar

TECHNICAL BID

Name of the Work:	Comprehensive Annual Maintenance Contract for Network Facility Management, Computers, Servers, Printers, Online UPS and LCD projectors
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The details of the Company are given under along with supporting documents:

S. No.	Mandatory Requirements	Please fill up each column (attach supporting documents)
1.	Name of the Company	
2.	Address of the Company along with Telephone No., Mobile number, Fax number and Email address:	
3.	Year of Registration / Incorporation (Proof to be attached)	
4.	Number of Employees as on November 1, 2013	
5.	Annual Turnover for the FY 2010-11, 2011-12, 2012-13 (along with documentary Proof)	
6.	PAN number with a copy of the latest return (along with Proof)	
7.	TIN/Sales tax number with a copy of the latest return (along with Proof)	
8.	Service tax number, if any, with a copy of the latest return (along with Proof)	
9.	Details of the EMD in the form of DD/Pay Order in favour of "Registrar, IGDTUW-GIA/Salary SB Account"	DD/Pay Order No _____ Dated: Name of the bank:
10.	Name of the Govt. Departments/ Universities along with their address and details of the contact person to whom Network Facility Management, Computers, Servers, Printers, UPS and LCD projectors etc. provided during last three years.	
11.	Undertaking on Non Judicial stamp paper worth Rs.100/- for the following:- i) The firm has not been debarred or blacklisted by any Govt./ Semi Govt./Autonomous Organization/Public Sector Undertakings. ii) It will ensure fair trade practice (where it will be mentioned that this equipment has not been sold for less than the price quoted) iii) The firm has no personnel dealings with the officials of the University.	
12.	Whether copy of the terms and conditions as given in the tender with the signature and seal of the dealer/ proprietor/manufacturer attached?	Yes /No

S. No.	Mandatory Requirements	Please fill up each column (attach supporting documents)
13	Whether documents are attached indicate that minimum one Annual Maintenance Contract of More than 1000 Computers connected in LAN under Linux/Windows/Windows NT environment for at least two years consecutively.	Yes /No
15	Whether documents are attached indicate that the firm is an Service Provider of any one of the companies like HP/Lenovo/Dell/IBM etc.	Yes /No
16	Whether ISO 9001:2008 & ISO 2001:2005 certified for servicing? Please attach proof	Yes / No
17	Name, Designation and Address of the person to whom all references shall be made regarding this tender	

(Signature of the Authorized Person)

Name:

Designation:

Seal

Date:

Place:

Business Address:

Financial Bid

Name of the Work:	Comprehensive Annual Maintenance Contract for Network Facility Management, Computers, Servers, Printers, UPS and LCD projectors
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The details of the Financial Bid are as under:

S.No	Items	Qty	Rate Per Unit Per Annum (in Rs.)	Amount (in Rs)
(1)	(2)	(3)	(4)	(5) = (3) x (4)
1	Desktop Computers Core 2 Duo (Make: HP, Lenovo, Wipro, etc.)	80		
2	Desktop Computers HP Core i5 under Company warranty upto June 2014	30		
3	Desktop Computers HP Core i5 under Company warranty upto December 2014	65		
4	Desktop Computers HP Core i5	01		
5	Server (Make: IBM/HP/Acer)	03		
6	LaserJet Printers (HP, Samsung, Canon, Xerox, Wipro etc.)	32		
7	MFP Laser Jet Printers	09		
8	Colour Laser Jet Printers	03		
9	Online UPS 05 KVA	02		
10	Online UPS 10 KVA	02		
11	Online UPS 20 KVA	02		
12	LCD Projector	14		
13	Switches	45		
14	Access Points	16		
15	Router	01		
16	Salary/Wages of Service Engineer	03		
	Total AMC Charges			
	Service Tax			
	Any Other Tax			
	Total with Tax			

Note :

- 1) The Service Engineer shall be paid not less than minimum wages as per the notification issued by Department of Labour, Govt. of NCT of Delhi from time to time and the contractor shall furnish a list of staff, amount of remuneration and CPF contribution (Employees and Employer both) along with Employee CPF account number and amount credited in their account every month separately for each employee. In addition to this, the contractor shall also pay the other facility to the above staff so posted as per the Labour Laws. Therefore, the Firm/Company shall furnish cost of contract for AMC of above items after taking into consideration this note.

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- 2) For deciding lowest tender, the total rates/cost furnished by each Firm/Company for all above items shall be taken into consideration.
- 3) The Firm/Company should quote rate on comprehensive basis for AMC for Network Facility Management (Intranet & Internet services, Management and operation of various Servers) of all the Computers, Server, Printers, UPS & LCD projector as per attached format for **Financial bid (Annexure II)**. **Partial quote will be summarily rejected.**
- 4) In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the Firm/Company for which they may be eligible for an additional consideration on pro-rata basis. In the event of condemnation of equipment/machines/computers, the same shall be removed from the contract and the rates reduced accordingly on a pro-rata basis
- 5) The comprehensive AMC cost shall also include repair of items which are not in working condition at the time of Award of Comprehensive AMC job. For this purpose, the Firm/Company may inspect the above items for ascertaining their working condition etc. before furnishing rates, if they so desire.

(Signature of the Authorized Person)

Name:

Designation:

Seal of the Company

Date:

Place:

Annexure-III

This is to certify that technical team of _____ (vendor's name) has visited/inspected items available in Indira Gandhi Delhi Technical University for Women and ready to undertake the AMC work as per tender document of IGDTUW.

The rates quoted are including repairing and AMC charges in total. No cost on account of repairing and spare parts etc. shall be charged separately from Indira Gandhi Delhi Technical University for Women.

(Name of the Vendor)

Address of Vendor:

Mobile No.:

Email:

PAN No.:

Service Tax No.:

Date

Place