

Tender Enquiry No: IET/DAVV/2017/AMC/422

Dated: 28/10/2017

Cost of tender form: *No Fee required*

Last date: 13/11/2017 at 05:00 pm

Tender Document No IET/DAVV/2017/422

# DEVI AHILYA VISHWAVIDYALAYA

(GRADE 'A' UNIVERSITY, ACCREDITATED BY NAAC)

## Institute of Engineering & Technology

Khandwa Road, Indore (M.P.) 452 017

Phone No.: 91-731-2361116, 2361117, 2366800 Tele Fax: 91-731-2764385

Website: [www.iet.dauniv.ac.in](http://www.iet.dauniv.ac.in)

Email: [admin.iet@dauniv.ac.in](mailto:admin.iet@dauniv.ac.in) and [dir.iet@dauniv.ac.in](mailto:dir.iet@dauniv.ac.in)



2017

# ***Tender Document***

for

**Annual Maintenance Contract**

**of**

**Desktop Computers and Line Printers**

Devi Ahilya Vishwavidyalaya

Institute of Engineering & Technology

Khandwa Road, Indore (M.P.) 452 017

Phone No.: 07312361116,07312361117 Fax: 07312764385

Website : [www.iet.dauniv.ac.in](http://www.iet.dauniv.ac.in)

**Devi Ahilya Vishwavidyalaya, Indore**  
**Institute of Engineering & Technology**

To,

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Ref: Tender Enquiry No: **IET/DAVV/2017/AMC/422**

Dated: **28/10/2017**

**General description of item to be covered under Comprehensive Annual Maintenance Contract**

Item Category	Item Description
Item Set 1	<p><b>Comprehensive Annual Maintenance Contract of Desktop Computers:</b></p> <ol style="list-style-type: none"><li><b>1. HP Make Model 6120: Quantity 38</b> CPU: Intel P-IV 2.8 GHz with 512 KB L2 Cache Memory 533 MHz FSB Mother board: Intel 915 Chip set Integrated Graphics. 3 PCI slots and 1 AGP Slot Memory: 256 MB 333 MH2 DDR RAM Hard Disk: 40 GB ultra DMA 100 HDD with 1.44 MB FDD Monitor: SVGVA, CD ROM 48X</li><li><b>2. HCL Make: Quantity 7</b> P-IV Motherboard: 915 GHz Intel original, RAM: 512 MB, Speed: 3.0 GHz, HDD: 80 GB, CD Drive: Combo, Graphic card, AGP 128 MB, Color Monitor 17" Flat, RAM 256 MB DDR 400.</li><li><b>3. HP 2280 (DX 2280) : Quantity 40</b> Dual Core 2.8 GHZ, 1.45 Chip set, 512 DDR 2 RAM, 160 GB SATA HDD, 17" TFT, Writer Combo</li><li><b>4. HP DX7380: Quantity 65</b> Core to duel, 1.8 Ghz 1 GB RAM DDR II, 17" TFT, 160 GB HDD SATA, DVD Writer</li><li><b>5. HP Compaq dx2480 MT: Quantity. 88</b> Intel Core Duo 2.93Ghz 2 GB DDR2 RAM, 160 GB HDD DVD Writer,17 " TFT Monitor</li><li><b>6. HP Compaq 6200 Pro MT: Quantity. 119</b> Intel ® Core (TM) i5-2400 CPU @ 3.10 Ghz, Processor Speed 310 Mhz, HDD 500 GB, DVD-RAM, Intel ® Q 65 Express Chipset, RAM 2 GB DDR3 1333 Mhz, HP Compaq LE1902x 18.5-inch LED Backlit LCD Monitor</li><li><b>7. Dell OptiPlex 7010: Quantity. 158</b> Intel ® Core (TM) i5-3470 CPU @ 3.20 Ghz, RAM 2 GB DDR3 SD RAM, HDD 500 GB, DVD-ROM, Intel ® Q77 Express Chipset, Dell E1914H 18.5 inch LED Backlit LCD Monitor</li><li><b>8. HP Prolaint ML 110: Quantity 01</b> <b>Intel Pentium IV 3.20 Ghz, 2 GB RAM, HDD 74.4 GB (Two),HP Tape Device CD-ROM,17" Monitor</b></li></ol>

**Item Set 2****Comprehensive Annual Maintenance Contract of Line Printers:**

1. LIPI - MT6610 High Performance Line Printer: **Quantity 01**
2. LIPI - T6050 Line Impact Dot Matrix Printer: **Quantity 01**

Sealed tenders are invited for Comprehensive Annual Maintenance Contract for items mentioned in the above mentioned list, so as to reach **Institute of Engineering & Technology, M – Block, Ground Floor, Khandwa Road, Indore - 452017** on or before by **13/11/2017 at 05:00 pm**.

Tender forms can be downloaded from University web site [www.iet.dauniv.ac.in](http://www.iet.dauniv.ac.in)

Other details are as under:

Sr.No.	Items	Description
1	Submission of tender	Institute of Engineering & Technology, M – Block, Ground Floor, Khandwa Road, Indore – 452017
2	Earnest Money Deposit	Rs. 16000.00 by Demand Draft in favor of Registrar (Self Finance) IET DAVV, payable at State Bank of India, IET Branch, Khandwa Road Indore.

### General terms and conditions applicable

- For the above work two envelope method will be followed. First envelope contains Tender Document fees, EMD, all Technical Bid & documents related with tenderer, Second envelope contains the Financial Bid including all Taxes. Each envelope should be marked as “Envelope 1”, “Envelope 2” and kept in a bigger envelope. All these envelopes should be in sealed condition. After satisfactory report from the first envelope, the second envelope will be opened. Information (Date, Place and Time) about opening the envelopes shall be notified on the web site [www.iet.dauniv.ac.in](http://www.iet.dauniv.ac.in).
- Tenders may be submitted by EMS Speed post or by hand in the Institute of Engineering & Technology, M – Block, Ground Floor, Khandwa Road, Indore – 452017.
- Rates quoted should be inclusive of all taxes, GST and other charges for maintenance and repair.
- Vendors are requested to provide:
  - Proof of total years of their existence in the maintenance and repair of computer and printers. The complete details should be clearly mentioned in the quotation giving the details of facilities for maintenance, repair and support. Vendor will furnish the list of addresses (if any), where similar maintenance, repair and support work has been carried out in the past. The tenderer should submit certified copy of satisfactory performance of the quoted AMC and service work.
  - Annual turnover of organization
- No overwriting should be done on the rates and units. The rates shall always be quoted both in figures and words and correction (if any) must be signed by the vendor.
- Vendors are requested to read specifications carefully and submit quotations as per the specifications given. Deviation, if any, must be clearly stated.
- All the pages of quotation must have seal, designation, name and signature of the authorized person.
- No claim for any tax, not stipulated in the tender will be admitted at any stage.
- We do not intend to call vendors for financial negotiations. Vendor should, therefore, quote their lowest possible rates (Clearly mentioning the discount for educational institute, if any). However, technical discussion may be held, if felt necessary by the technical committee.

10. At any time before the submission of the proposal, University may, for any reason, whether on its own initiative or in response to a clarification requested by a prospective tenderer, modify the tender document by an amendment. The amendment will be notified/informed in writing through addenda and sent by e-mail, post etc. to all tenderers who have received the tender document and will be binding on them. In order to provide reasonable time, in which to take the amendment into account in preparing their tenders, Institute may at its discretion extend the deadline for submission of the proposals.
11. Proposals received after due date will be summarily rejected. University, however, at its discretion may extend the date of submission in which case it shall inform about the date extension or any such amendment to the Tender Document to the parties who have taken the tender document, by an e-mail. In addition, the change would be displayed on the University Website. University shall not be responsible for any delay in postal services. The Technical and Financial proposal shall be the basis for contract finalization.
12. Tender may be accepted in part or in full or may summarily be rejected without assigning any reason.
13. In case, university desires to inspect the vendor's maintenance lab/ premise, the vendor shall facilitate the officer deputed for this purpose.
14. **Without EMD, the tender shall be considered as invalid. No EMD is required from Government & Public sector undertaking.**
15. The vendor is requested to read all terms and conditions carefully before submitting the tender.

## **SPECIAL CONDITIONS OF THE CONTRACT**

### **1. Minimum Eligibility for tenderers:**

AMC Turnover: Minimum Rupees 20 Lakhs per annum for last three years, out of which Rupees 10 Lakhs per annum from AMC, must have executed at least one AMC of minimum value of Rs. 3 lakhs per year.

2. The tenderer cannot transfer awarded contract into subcontract.
3. The tenderer should provide 1(one) onsite resident engineers. The engineers should be experience of 3 years of h/w repair and maintenance.
4. The successful tenderer shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency and economy. Tenderer shall apply appropriate advanced technology and safe and effective methods during execution of this contract.
5. Initially the successful tenderer shall be required to perform the maintenance of the items. The contract will be awarded, initially for one year, which may be extended further for two more years on the basis of annual reviews. The renewal of the contract after every year will depend on performance of the agency. In case the performance is not found satisfactory the contract will be terminated.
6. All hardware and relevant software necessary for proper functioning of the equipment's shall be covered under the contract. In case of failure of equipment's services the fault should be repaired within stipulated time, failing which a penalty will be imposed. The maintenance service consists of preventive and corrective maintenance of equipment and will include replacement of parts.
7. The tenderer is required to test the virus-infected machines and remove the virus accordingly. The antivirus shall be provided by the institute.
8. The tenderer is required to maintain each machine on the network. Any problem related to the user machine must be resolved within 24 hour. Failing which a penalty of Rs. 200/- per machine per day shall be imposed.

9. The tenderer is required to maintain daily activity record. The tenderer is required to perform weekly analysis of equipment's health and must provide report accordingly to the respective Heads of Departments. Required analysis tools will be managed by tenderer only. The tenderer is required to perform equipment's audit twice in a month.
10. The contractor shall provide Preventive Maintenance (including but not limited to inspection testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment), once every 30 days, preferably during the first week of every month.
11. **At any time during the contract period any type of computer, printers can be added or deducted from the contract, proportionate payment/deduction will be made in such cases.**
12. The EMD shall stand forfeited if the successful tenderer, whose tender is accepted, fails or refuses to furnish the security deposit amount within a fortnight from the date of acceptance of his offer, fails or refuses to execute the contract. No interest would be payable for any period on EMD. The amount of EMD will be refunded only after finalization of tenders, and on receipt of written request from the unsuccessful tenderers. The EMD in case of successful tenderer may be adjusted against security deposit. It will be refunded only after the receipt of the Prescribed Security Deposit.
13. Termination for Default: In course of two months trial maintenance, University, without prejudice to any other remedy for breach of contract, by written notice of default sent to the tenderer terminate the contract in whole or in part and amount of performance security deposit shall stand forfeited.
14. **Payment Terms:**  
Payment will be made on quarterly basis, after deduction of the penalty amount if any. The payment will be made to the contractor by the way of account payee cheque after necessary deduction of income tax, commercial tax and any other taxes as applicable at that time from source for which the pre receipted invoice in duplicate will be required to submit by the contractor. All disputes shall be subject to Indore jurisdiction.

**Registrar, DAVV**

**Comprehensive AMC for Desktop Computers and Line Printers**

**Tender Form**

(To be kept in the First envelope: Demand Draft for Processing Fee)

*Note- No Fee required*

1. Name of Organization: .....

2. Address : .....

.....

.....

3. Items Set Number/ Department (Quoted for): .....

4. Contact person name, designation and phone number:- \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature:.....

Name: .....

Date: .....

Seal:

**Comprehensive AMC for Desktop Computers and Line Printers**

**General Information about the tenderer**

(To be kept in the First envelope)

<b>Sno.</b>	<b>Particulars</b>	<b>Details</b>
1	Name and Address of the Tenderer	
2	Name and Mobile number of the contact person	
4	Office Telephones	
5	Fax Number	
6	e-mail address	
7	Name of the Chief Executive and Telephone No	
8	Name(s), contact number and address(s) of proprietor or Directors.	
9	Sales Tax / Commercial Tax CST Nos.	
10	Income Tax PAN / GIR No	
11	Annual AMC contract for the Last 3 Years : <b>2014-15</b> <b>2015-16</b> <b>2016-17</b>	
12	List of Major Clients and Size of Orders executed	

**Signature of Tenderer**

With Stamp & Seal



**Comprehensive AMC for Desktop Computers and Line Printers**  
**(To be kept in the First envelope: Technical Bid)**  
**Specifications:**  
**To be kept in the envelope superscripted with “Technical Bid”**

**We are ready to conduct the comprehensive annual maintenance contract of the following items with features as mentioned below:**

S. No.	Item Details	Ready To Conduct AMC (Yes / No)	Resident Engineer (Yes/No)	Remarks
1.	<p><b>Comprehensive Annual Maintenance Contract of Desktop Computers:</b></p> <p><b>1.HP Make Model 6120: Quantity 38</b>            CPU: Intel P-IV 2.8 GHz with 512 KB L2 Cache Memory 533 MHz FSB Mother board: Intel 915 Chip set Integrated Graphics. 3 PCI slots and 1 AGP Slot Memory: 256 MB 333 MH2 DDR RAM Hard Disk: 40 GB ultra DMA 100 HDD with 1.44 MB FDD Monitor: SVGVA, CD ROM 48X</p> <p><b>2. HCL Make: Quantity 7</b>            P-IV Motherboard: 915 GHz Intel original, RAM: 512 MB, Speed: 3.0 GHz, HDD: 80 GB, CD Drive: Combo, Graphic card, AGP 128 MB, Color Monitor 17” Flat, RAM 256 MB DDR 400.</p> <p><b>3. HP 2280 (DX 2280) : Quantity 40</b>            Dual Core 2.8 GHZ, 1.45 Chip set, 512 DDR 2 RAM, 160 GB SATA HDD, 17” TFT, Writer Combo</p> <p><b>4. HP DX7380: Quantity 65</b>            Core to duel, 1.8 Ghz 1 GB RAM DDR II, 17” TFT, 160 GB HDD SATA, DVD Writer</p> <p><b>5. HP Compaq dx2480 MT: Quantity. 88</b>            Intel Core Duo 2.93Ghz 2 GB DDR2 RAM, 160 GB HDD DVD Writer,17 “ TFT Monitor</p> <p><b>6. HP Compaq 6200 Pro MT: Quantity. 119</b>            Intel ® Core (TM) i5-2400 CPU @ 3.10 Ghz, Processor Speed 310 Mhz, HDD 500 GB, DVD-RAM, Intel ® Q 65 Express Chipset, RAM 2 GB DDR3 1333 Mhz, HP Compaq LE1902x 18.5-inch LED Backlit LCD Monitor</p>			

	<p><b>7. Dell OptiPlex 7010: Quantity. 158</b>  Intel ® Core (TM) i5-3470 CPU @ 3.20 Ghz, RAM 2 GB DDR3 SD RAM, HDD 500 GB, DVD-ROM, Intel ® Q77 Express Chipset, Dell E1914H 18.5 inch LED Backlit LCD Monitor</p> <p><b>8. HP Prolaint ML 110: Quantity 01</b>  <b>Intel Pentium IV 3.20 Ghz, 2 GB RAM, HDD 74.4 GB (Two),HP Tape Device CD-ROM,17” Monitor</b></p>			
2.	<p><b>Comprehensive Annual Maintenance Contract of Line Printers:</b></p> <p>1. LIPI - MT6610 High Performance Line Printer:  <b>Quantity 01</b></p> <p>2. LIPI - T6050 Line Impact Dot Matrix Printer:  <b>Quantity 01</b></p>			

Signature \_\_\_\_\_

Date:

Name \_\_\_\_\_

In capacity of \_\_\_\_\_

Name of the organization & seal

**Comprehensive AMC for Desktop Computers and Line Printers**  
**(To be kept in the First envelope: EMD)**

1. Name of Organization: .....

2. Address : .....  
.....  
.....

3. Details of Bank Draft, in favor of Registrar (Self Finance) IET DAVV payable at State Bank of India, IET Branch, Khandwa Road, Indore.

II. EMD:

a. Name of Bank & Branch: \_\_\_\_\_

b. Draft no. and date: \_\_\_\_\_

4. Contact person name and phone number :- \_\_\_\_\_

Signature:

.....

Name: .....

Date: .....

Seal: .....

**Comprehensive AMC for Desktop Computers and Line Printers**  
**(To be kept in the First envelope)**

Tenderer/Firm's Name ..... [Indore : .....]  
[Indore : .....]

To:

The Registrar  
DAVV, Indore.

Dear Sir,

We, the undersigned, have examined the Tender Document, hereby offer to provide maintenance and services in accordance with the same. We are hereby submitting our proposal, which includes this Pre-Qualification Information, Technical Bid and Financial Bid.

We have enclosed the Earnest Money Deposit in the form of Bank Draft, as mentioned in the tender document.

All the rates quoted in our proposal are in accordance with the terms as specified in tender documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the last date of submission of tenders.

We do hereby confirm that our prices include all taxes including Sales tax/VAT and service tax. We have studied the clauses relating to Indian Taxes and hereby declare that if any Tax, Surcharge on Tax and any other Corporate Tax altered under the law, we shall pay the same.

We declare that all the services shall be performed strictly in accordance with the technical specifications and other tender conditions. We further declare that the rates stated in our proposal are in accordance with your terms and conditions in the tender document.

Our proposal is binding upon us and subject to the modifications resulting from the contract negotiations. Until a formal contract is prepared and executed, this bid together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

We understand that you are not bound to accept any/ all Proposal(s) you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory: .....

Name & Address of Agency/Firm:.....

**Comprehensive AMC for Desktop Computers and Line Printers**  
**(To be kept in the First envelope)**

**Pre-Qualification Information Sheet**

1. Name of Agency/ Firm : .....

2. Organization Type : .....

3. Address : .....  
.....  
.....

4. Agency's experience (in years) related to the scope of work:.....

5. Last three years, year wise total turnover: .....  
(also attach the proof giving details)

6. Last three years turnover from AMC services only, excluding hardware sale (Give  
Year wise figures) : .....  
(Attach the proof giving details)

7. Details of Bank Draft, in favor of Registrar (Self Finance) IET DAVV payable at State Bank Of  
India, IET Branch, Khandwa Road Indore.

1. Tender form price (In case downloaded from the website): Rs. 1000/-
  - a. Name of Bank & Branch:
  - b. Draft no. and date:

8. List of top Five customers (AMC services only), along with their addresses, nature of contract,  
annual contract value, contact persons and their phone numbers:

.....

9. Details of certifications (if any)

related to services: Signature:

.....Name:

..... Date:

..... Seal:

**Comprehensive AMC for Desktop Computers and Line Printers**  
**(To be kept in the First envelope)**

**Technical Competence and work experience**

Give details of customers in the following format, having setup of similar type (Linux based services etc.) and dimension (Approx. 250 – 300 nodes).

<b>Sl.No</b>	<b>Particulars</b>	<b>Details</b>
1	Name of the Client	
3	Address	
4	Nature of contract & Description of Actual Services Provided	
5	Annual Contract Value	
6.	Starting Date & total period	
7	Number & Name of the Senior Staff involved and Functions performed	
8	Project Implemented at –(University/ /Private /Govt.)	

Authorized Signature:

Name and Title of Signatory: .....

Name & Address of  
Agency/Firm:.....

Organization's Seal:

**Comprehensive AMC for Desktop Computers and Line Printers  
(To be kept in the Second envelope: Financial Bid)**

**Specifications:**

**Format for Financial Bid to be kept in the envelope superscripted with “Financial Bid”**

Financial Bid

**The Financial Bid may be submitted in the following Format. (Cost for each item may be mentioned separately).**

S/N	Item Set	Item Name	Item Qty for AMC	Unit Price	Applicable Taxes	Total Price
<b>GRAND TOTAL</b>						

Signature \_\_\_\_\_

Date:

Name \_\_\_\_\_

In capacity of \_\_\_\_\_

Name of the organization & seal