

SCHOOL OF PLANNING AND ARCHITECTURE, BHOPAL
(An Institution of National Importance, Ministry of HRD, Govt. of India)
Neelbad Road, Bhauri, Bhopal – 462 030 (M.P.)
Ph: 0755-2526800, 829 website: www.spabhopal.ac.in

No: SPAB/S&P/2017-18/CAMC

Date:24.11.2017

**TENDER NOTICE FOR ANNUAL MAINTENANCE CONTRACT
FOR COMPUTERS & PERIPHERALS**

Sealed tenders are invited for providing Annual Maintenance Contract (AMC) of Computers & Peripherals for initially one year (extendable up to two more years on satisfactory report). Tender document and other documents containing terms & conditions can be downloaded from the Institute website i.e. www.spabhopal.ac.in

REGISTRAR

**Tender Document
For
Annual Maintenance Contract of Computers & peripherals**

List of documents:

1. Tender Notice
2. Schedule
3. Terms & Conditions (Annexure – 1)
4. Technical Bid (Annexure – 2)
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NOTICE FOR ANNUAL MAINTENANCE CONTRACT
FOR COMPUTERS & PERIPHERALS

Sealed Tenders are invited for Annual Maintenance Contract for Computers & Peripherals for initially one year (extendable up to two more years on satisfactory report) for School of Planning and Architecture, Bhopal (an Institution of National Importance, Ministry of HRD, Govt. of India).

Tenders complete in all respect should reach alongwith DD of Rs. 1,000/- as tender processing fee to Asst. Registrar (Stores & Purchase) by 17:00 hrs on or before 15.12.2017. Tender will be opened (technical bid) at 15:00 hrs on 19.12.2017. Pre-bid meeting will be held on 14:30 hrs of 06.12.2017 in conference room of senate block of the Institute. Incomplete Tender will be out-rightly rejected. Tender forms and other details can be downloaded from institute website i.e., www.spabhupal.ac.in

REGISTRAR

- ***Institute reserves right to accept or reject any/all tenders without assigning any reason, thereof.***
- ***Institute reserves the right to cancel the entire tendering process at any stage, before awarding the contract.***

3. **Schedule:**

Name of work	Tender for Annual Maintenance Contract for Computers & Peripherals for initially one year (extendable up to two more years on satisfactory report)
Tender fees	Demand draft of Rs. 1,000/- (non-refundable) in the name of Director, SPA-Bhopal
EMD: (refundable but non-interest bearing) only in the form of Demand Draft from any Nationalized/ Scheduled Bank in favour of Director, SPA, Bhopal payable at Bhopal	Demand draft Rs. 1.00 lacs (One lakh only) (refundable but non-interest bearing) in the name of Director, SPA-Bhopal
Pre-Bid Meeting	14:30 hrs of 06.12.2017 (conference room of senate block of the Institute)
Last date & time for receipt of Bid	17:00 hrs of 15.12.2017
Date and time of opening of technical bid	15:00 hrs of 19.12.2017
Opening of financial bid	Will be informed to the qualifying bidders
To whom the tender documents can be submitted	Bids shall be sent to the <i>Asst. Registrar (Stores & Purchase Section), SPA, Bhopal, Neelbad Road, Bhauri – 462 030, Bhopal (M.P.)</i> by speed post/ by-hand

4. The Technical bid in the prescribed forms duly completed and signed should be submitted in a sealed cover super scribing “**Technical Bid for Annual Maintenance Contract for Computers & Peripherals**”. Similarly the Price Bid in prescribed forms duly completed and signed shall be submitted in a separate sealed cover super scribing “**Price Bid for Annual Maintenance Contract for Computers & Peripherals**”. Both the covers should put in a single large cover along with EMD & cost of application form super scribing “**QUOTATION FOR Annual Maintenance Contract for Computers & Peripherals**” should be put in a Tender Box kept in at Registrar Office, Bhauri Campus or send by speed post/by-hand to the Asst. Registrar, Stores & Purchase Section, SPA – Bhopal, Neelbad Road, Bhauri – 462 030, Bhopal (M.P.) so as to reach us on or before the due date and time.

Terms & Conditions for Annual Maintenance Contract for Computers & Peripherals:

1. The firms should be a company in operation for at least three years as on 31.10.2017 in the business of computers & peripherals maintenance services.
2. The firm should have successfully completed at least two relevant maintenance project (for minimum 20 PC and peripherals) from any Govt./ PSUs/Banks in the preceding three years ending 31.10.2017. The work orders and completion certificates from those departments should be attached.
3. The firm should neither be blacklisted by any Govt. department nor is any criminal case registered against the firm or its owner / partners anywhere in India. The firm should submit an affidavit regarding this.
4. Attested copy of PAN/ TIN No/GST No., Service Tax number as well as Income Tax Returns of last three years to be furnished/ enclosed.
5. Firm will provide single window complaint logging system to enable the various users to log / complaint of their problems.
6. Call / Feedback / Performance report – All records of complaints will be maintained and properly recorded by the contractual firm with the details such as time when the call was reported and attended, signatures of the user, problem, comments of the user etc. A copy of the call/ feedback report is to be given to the user.
7. Working hours – The firm will correct any faults and failures in any equipment under this contract during normal working hours from Monday to Friday or in case of urgent and emergent situations, it can be asked to rectify the problem on holidays and after working hours also, at no extra cost.
8. The firm has to attend the fault within one hour of logging the complaint, equipment down time should not be more than 24 hours from the time of report of fault. In case of failure of above clause a fully functional standby / replacement should be given. This would include the attached peripherals also.
9. Standby arrangement is allowed only for 05 days, for delay beyond 05 days the firm will be penalized Rs. 500/- per day. SPA, Bhopal reserves the right to waive off the penalty due to unavoidable circumstances explained by the firm.
10. The firm shall maintain the equipments as per manufacturers' guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair / replacement of parts by the firm, it may lead to cancellation of the contract and legal action may be taken against the firm.
11. The firm should provide service engineer at SPA Bhopal campus for five working days. In case of any leave by engineer substitute should be provided.
12. The firm will carry out periodic preventive maintenance including external cleaning of equipments once every month.

13. The firm should also provide monthly maintenance report for the services carried out. The report should be provided to concern authority within the first week of coming month.
14. The firm shall also maintain feedback mechanism to understand the satisfactory label at client side and also improve its services accordingly.
15. There should be a ticket system to monitor the status of services it provided at SPA Bhopal.
16. In case of Hardware part replacement the firm should replace the part with original (genuine) brand, as provided at the time of purchase of Hardware.
17. In the case of computer hardware and its peripherals, the contract will be comprehensive in nature. **All parts of the equipments under AMC will be replaced, if defective (no repairs may be permitted) by the vendor in case of fault.** All faulty parts of equipments under AMC which are beyond repair or where performance is not satisfactory after repair, will be replaced by vendor at his own cost. SPA, Bhopal reserves the right to take a final decision regarding replacement of a faulty/ repaired part.
18. No item should remain out of order on the basis that the part equivalent to defective part is not available. The company/ firm have to install the latest parts in the system so that the work may be continued.
19. All services regarding computer hardware and network will be provided by the company/ firm at our place.
20. The selected firm will maintain the confidentiality of the data stores on the computer systems of end customer.
21. The payment will be made to successfully bidder quarterly after deduction of penalty, if any.
22. The contract will be valid for a period of one year and continue for another two year on the basis of satisfactory report. The commencement of AMC will be informed after finalization of the contract.
23. **Bidder must possess at the time of tendering, "Authorization Certificate from Manufacturer for Service" OR "Authorized Service Partner of Manufacturer/ Make" i.e., HP/DELL/HCL or equivalent.**
24. No advance payment will be made under any circumstances.
25. The successful firm will have to deposit security in form of Bank Guarantee in favour of Director, SPA, Bhopal (from any nationalized bank) of amount equal to 10% of the total contract cost valid for contract period within seven days from the date of finalization of the contract. The security shall be released immediately after expiry of contract provided there is no breach of contract on the part of the contractor. No interest will be paid on the security.

26. Director, SPA, Bhopal reserves the right to accept or reject any or all the tender without assigning any reason.
27. In case of any dispute arising out of this contract / tender or interpretation of any of the clause (s) or touching any of the meaning of the tender document, terms and conditions or otherwise, shall be referred to the sole arbitration of Director, SPA, Bhopal or his /her authorized nominee who will adjudicate upon the matter. The nominee can be an office of the School or any other person appointed by the Director, SPA, Bhopal.
28. The arbitration proceedings shall place at Bhopal only.
29. All disputes shall be subject to the jurisdiction of Bhopal Courts only. Force majeure clause shall apply.
30. The firm would be responsible for carrying out the following tasks during the annual maintenance contract for the period of one year extendable by another two year on satisfactory report.
 - a) Inspection of the entire infrastructure to take stock of present status of its functioning and submission of report to the client within one week from the assignment of work.
 - b) Keep the infrastructures including Hardware, Software, Networking up & in running condition as per the service levels prescribed by providing the required support and services.

Presently School will go for Annual Maintenance Contract for following as detailed in Annexure III (list of equipments for AMC). SPA, Bhopal reserves the right to increase/decrease the number of items under AMC.

Technical Bid

1. About the firm:
 - a) Name & profile of the firm
 - b) Activities of the organization
 - c) Proof of being a company in operation for last three years
 - d) The firm should have successfully completed at least two relevant maintenance projects (for minimum 20 PC and peripherals) from any Govt. / PSUs/Banks in the preceding three years ending 31.10.2017, the Work Orders & Completion certificates from those departments should be attached.
 - e) The firm should have minimum turnover of Rs. 100.00 lac during last three financial years from computers and peripherals maintenance business.
 - f) **Bidder must possess at the time of tendering, “Authorization Certificate from Manufacturer for Service” OR “Authorized Service Partner of Manufacturer/ Make” HP/DELL/HCL or equivalent. (Please attach proof):**
 - g) The firm should neither to be blacklisted by any Govt. Department nor is any criminal case registered against the firm or its owner / partners anywhere in India. (Attach affidavit):
 - h) Attach attested copy of PAN / TIN No., Service tax no. as well as Income Tax Returns of last three years.
 - i) References from customers where 20 or more PCs are on AMC with the Firm.

Authorised Signatory
(with full name, designation and stamp)

Mobile no. _____

Phone no. _____

Address:_____

Financial Bid

Annual charges for comprehensive maintenance of computers & peripherals (Servers, Desktops, Workstations and Plotters & Printers) installed at SPA, Bhopal, Neelbad Road, Bhauri – 462030 (Bhopal), M.P., as per list attached as under:

S. No.	Equipment	Qty	Rate per unit ₹(inclusive of all)	Total ₹ (inclusive of all)
1.	Desktops	131 nos.		
2.	Workstations	95 nos. (10 nos. of HP make & 85 nos. of DELL)		
3.	Enclosure 3000 blade server (HP make)	01 no. (nos. may be increased)		
4.	Printers (MFP)	05 nos.		
5.	Plotters with Scanner	01 no. (nos. may be increased)		
			Total (inclusive of all)	

List of items to be covered under AMC with brand and model no. is enclosed separately.

Please note: Numbers may be increased or decreased

and the Terms & Conditions of Tender are also acceptable to us.

 Authorised Signatory
 (with full name, designation and stamp)

Mobile No.: _____

Phone No.: _____

Address: _____

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Specifications and other details of items to be covered in AMC

S.no	Item Type	Model No	Qty	Total QTY
1	Workstation	Dell Precision T7600	9	95
2	Workstation	DELL Precision T1650	75	
3	Workstation	HP Z800 Workstation	9	
4	Workstation	HP Z230 Workstation	1	
5	Workstation	HPZ620 Workstation	1	
6	Desktop	HP DX 2480	60	131
	Desktop	hp 3090 pro	20	
	Desktop	HP COMPAQ 4000PRO	3	
	Desktop	HP Elite 7100 MT	20	
	Desktop	HP Compaq 8000	3	
	Desktop	HP Compaq 8100	15	
	Desktop	HP Compaq 8200	10	
Plotter Scanner /Printer/Server				
S.no	Item type	Description	Part No	Serial No
7	Printer	HP LASERJET m5035	CN59B8C81V	Q7830A
	Printer	HP Color LASERJET CM6040 MFP	JPCXBDQ402	Q3938A
	Printer	HP COLOR LASERJET 5550 DN	JPSJB3102M	Q3715A
	Printer	HP COLOR LASERJET CM 6030 FMFP	JPCXBD7201	CE665A
	Printer	HP Color LASERJET CM 4730 MFP	JPZXB7YG04	CB481A
8	Server	HP AIO400r	SGH842YHA8	AK224A
9	Server	HP BLc3000 2 AC 4 Fan TRL ICEHP BLADE SYSTEM c3000 Enclosure	536841-B21	SGH012XECJ
10	Plotter &Scanner	HP DESIGNJET T1200 HDMFP	CN1B55H059	CH538A/CK834A
		HP DESIGNJET T1200 HDMFP	DK1A01017	CQ653A