



School of Planning and Architecture

(An Institution of National Importance, Ministry of Human Resource Development, Govt. of India)

Neelbad Road, Bhauri, Bhopal – 462 030 (M.P.)

Ph: 0755-2526800 Ext. 429 Website: www.spabhopal.ac.in

No: SPAB/RGO/Advt/2019-20/03

Date: 01/05/2019

TENDER NOTICE

ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS & PERIPHERALS

Sealed tenders on behalf of the Director, School of Planning and Architecture (SPA), Bhopal are invited under **Two Bid System** i.e., Technical Bid and Financial Bid from reputed firms for providing Annual Maintenance Contract (AMC) of Computers & Peripherals for initially one year (extendable up to one 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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6. List of items with brand and model name with number to be covered under AMC (**Annexure 4**)

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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 one 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 along with payment of ₹ 2,000/- by RTGS/NEFT to **Account Name-SPA BHOPAL - Internal Receipts Account No.- 2073201002565 (IFSC- CNRB0004725) Canara Bank Branch Bhauri** as tender processing fee to **Section Officer (Stores & Purchase)** by **03:00 pm on or before 21.05.2019**. **Pre-bid meeting will be held on 09.05.2019; 03.00 pm in Conference Room of Senate block of the Institute.** Tender will be opened; **Technical Bid on 21.05.2019 at 04:30 p.m. and Financial Bid on 23.05.2019, 04:30 pm**. Incomplete Tender will be out-rightly rejected. Tender forms and other details can be downloaded from institute website i.e., www.spabhopal.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.***

1. **Schedule:**

<ul style="list-style-type: none"> • Name of work 	Tender for Annual Maintenance Contract for Computers & Peripherals for initially one year (extendable up to one more years on satisfactory report)
<ul style="list-style-type: none"> • Tender fees (non-refundable) 	RTGS/NEFT of INR ₹ 2,000/- Account Name: SPA BHOPAL Internal Receipts Account No.: 2073201002565 (IFSC Code: CNRB0004725 Bank Name: Canara Bank Branch Name: Bhauri Bhopal
<ul style="list-style-type: none"> • EMD: [The amount (non-interest bearing shall be refunded after deducting the dues, on completion/termination of the contract for successful bidder] (EMD will be refunded to unsuccessful bidders) 	RTGS/NEFT of INR ₹ 1,00,000/- Account Name: SPA BHOPAL Internal Receipts Account No.: 2073201002565 (IFSC Code: CNRB0004725 Bank Name: Canara Bank Branch Name: Bhauri Bhopal
<ul style="list-style-type: none"> • Pre-Bid Meeting 	03:00 pm of 09.05.2019 (Conference Room of Senate block of the Institute)
<ul style="list-style-type: none"> • Last date & time for receipt of Bid 	03:00 pm of 21.05.2019
<ul style="list-style-type: none"> • Date and time of opening of Technical Bid 	04:30 pm of 21.05.2019
<ul style="list-style-type: none"> • Opening of Financial Bid 	04:30 pm of 23.05.2019
<ul style="list-style-type: none"> • To whom the tender documents can be submitted 	Bids shall be sent to the Section officer (<i>Stores & Purchase Section</i>), SPA, Bhopal, Neelbad Road, Bhauri – 462 030, Bhopal (M.P.) by speed post/ by-hand

2. 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 “**Financial Bid for Annual Maintenance Contract for Computers & Peripherals**”. Both the covers should put in a single large cover alongwith EMD & cost of application form super scribing “**Tender for Annual Maintenance Contract for Computers & Peripherals**” should be put in a Tender Box kept at Maintenance Cell, Main Gate, SPA, Bhauri Campus or send by speed post/by-hand to the Section Officer, 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 established in operation for at least three years as on 21.05.2019 in the business of computes & 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/reputed organisation in the preceding three years ending 21.05.2019. 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/GST No., as well as Income Tax Returns of last three years (F.Y. 2015-16, 2016-17, 2017-18) 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 10 days, for delay beyond 10 days the firm will be penalized ₹ 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 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 will carry out periodic preventive maintenance including external cleaning of equipments once every month.
12. The firm should also provide monthly maintenance report for the service carried out. The report should be providing to concern authority within the first week of coming month.
13. The firm shall also maintain feedback mechanisms to understand the satisfactory label at the client side and also improve its service accordingly.
14. The firm should provide annual plan to carry out activities as mentioned in the point 11, 12 & 13 at start of its services to the Institute.
15. There should be ticket system to monitor the status of services it provides in SPA Bhopal.
16. The firm should deploy a Service Engineer at the Institute campus for all working days and should be present in the campus during working hours of the institute.
17. In case the Service Engineer is on leave the Institute should be informed in advance and replacement engineer should be provided in the absence.
18. The Service Engineer provided by the firm should have minimum two years of experience in the relevant area and should have UG degree.
19. In case of hardware part replacement the firm should replace the part with original brand, as provided at the time of purchase of hardware.
20. 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.** SPA, Bhopal reserves the right to take a final decision regarding replacement of a faulty/part.
21. 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.
22. All services regarding computer hardware and network will be provided by the company/ firm at our place.
23. The firm should provide stock of essential hardware parts (SMPS/Motherboard/ Graphics Card/Hard Disk/RAM) in the Lab and for Institute machines. The minimum two complete machine hardware for each modes of computer system should be maintained inside premises of the SPA Bhopal.
24. The selected firm will maintain the confidentiality of the data stores on the computer systems of end customer.

25. The payment will be made to successfully bidder quarterly pro-rata basis at the end of each quarter after deduction of penalty, if any. No advance payment will be made to the firm in any case.
26. The contract will be valid for a period of one year and continue for another one year on the basis of satisfactory report. The commencement of AMC will be informed after finalization of the contract.
- 27. 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.**
28. No advance payment will be made under any circumstances.
29. 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.
30. Director, SPA, Bhopal reserves the right to accept or reject any or all the tender without assigning any reason.
31. 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.
32. The arbitration proceedings shall place at Bhopal only.
33. All disputes shall be subject to the jurisdiction of Bhopal Courts only. Force majeure clause shall apply.
34. 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 one 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-4** (list of equipments for AMC). SPA, Bhopal reserves the right to increase decrease the number of items under AMC.

35. As per order of ministry of finance all start-ups [whether Micro or Small Enterprises (MSEs)] or otherwise may relax condition of prior turnover or prior experience.
36. The Contact can be terminated at any time without assigning any reason thereof, if the work of the firm is found to be unsatisfactory. Institute will be at liberty to entrust the same to any other firm at the risk and expenses of the defaulting firm. In this connection decision of the Institute shall be final and binding upon the firm.
37. Rates mentioned on the quotation, if accepted will not be enhanced during the contract period.

Technical Bid

1. About the firm:
 - a) Name & profile of the firm
 - b) Activities of the organization
 - c) Proof of being a firm 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/reputed organization in the preceding three years ending 21.05.2019, the Work Orders & Completion certificates from those departments should be attached.
 - e) The firm should have average annual turnover of INR ₹ 5,00,000/- during last three financial years (F.Y. 2015-16, 2016-17, 2017-18) 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” i.e. HP/DELL/HCL. (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/GST 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 – 462 030 (Bhopal), M.P., as per list attached as under:

S. No.	Equipment	Qty.	Rate per unit (₹)	Total (₹)
1.	Desktops	130 nos.		
2.	Workstations	85 nos. (10 nos. of HP make & 75 nos. of DELL)		
3.	Enclosure 3000 blade server (HP make)	03 no. (nos. may be increased) 01 Enclosure		

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

Please note: Numbers may be increased or decreased

- a) AMC charges: ₹ _____
 b) Service tax: ₹ _____
 c) Any other taxes: ₹ _____
 d) Total amount ₹ _____
 e) Discount ₹ _____
 f) Net Charges ₹ _____

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

 Authorised Signatory
 (With full name, designation and stamp)

Mobile No.: _____

Phone No.: _____

Address: _____

- ***Institute reserves the 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.***

Brand and Model Name with Number are as below

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	62	130
	Desktop	hp 3090 pro	26	
	Desktop	HP COMPAQ 4000PRO	3	
	Desktop	HP Elite 7100 MT	10	
	Desktop	HP Compaq 8000	3	
	Desktop	HP Compaq 8100	16	
	Desktop	HP Compaq 8200	10	
Server				
S.No	Item type	Description	Part No.	Serial No.
1	Server	HP PROLINT BL280C G6	507786-B21	SGH951XF66
2	Server	HP PROLINT BL280C G6	507786-B21	SGH951XF6C
3	Server	HP PROLINT BL280C G6	507786-B21	SGH951XF64
4	Enclosure	HP C3000 ENCLOSER	507786-B21	SGH012XECG
